C4Yourself®

Access to Benefits. Simplified.

Community Based Organization

Users Guide

Version: 15.11

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Revision History

DATE	PAGE(S)	REVISION	AUTHOR
11/26/2012	All	Initial Version CBO Guide	L. Johnson
03/01/2014		Removed Path 2 Health References and FAQ Address	J. Hobbs
4/1/2015	22, 88	Added the 'Application Process', updated Medical definition	J. Hobbs
12/1/2015	All	Removed FAQ regarding physical and mailing addresses, made grammatical corrections, updated to Release 15.11 functionality, updated all screenshots.	J. Alvarez

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Terms and Definitions

The table below offers meanings for some of the unusual words you may see in the C4Yourself on-line e-Application and/or this Guide.

Term	Meaning
AU or Assistance Unit	The Assistance Unit is the group of people who are eligible to get Cash Aid. When your Cash Aid is approved, you will get a notice telling you which people on your application are eligible to get Cash Aid.
Authorized Representative	A person, chosen by the applicant who can take care of CalFresh and/or Medi-Cal business on behalf of the applicant.
C-IV	Pronounced (See-Four) this is the abbreviation for Consortium IV. Consortium IV is one of the three Statewide Automated Welfare Systems in California.
CBO or Community Based Organization	A CBO is a public or private non-profit group or organization that provides humanitarian, educational, or spiritual assistance or support to the community.
DMC or Drug Medi-Cal Minor Consent	DMC Services are Medi-Cal's substance use disorder services. Minor Consent SUD services are primarily outpatient drug-free counseling services. Each county welfare office chooses from a limited menu of services it can offer minors between 12 and 21 years of age. A narcotic treatment program is available to youth ages 18 to 21 years. Pregnant or postpartum females may get SUD services that are related to health during pregnancy or the postpartum period.
e-Application	This stands for an electronic application. An e-Application is one that is submitted through a computer rather than by completing a paper application.
EBT or Electronic	An EBT card is a type of debit card that is used to issue nutrition benefits

Term	Meaning
Benefit Transfer Card	and cash aid. CalFresh recipients can use their EBT Card to purchase food at participating retailers. CalWORKs recipients can use their EBT Card to purchase any item at participating retailers or make a cash withdrawal from a participating ATM. You can only get your cash benefits at ATMs and point-of-sale devices in locations that are authorized to accept your CalFresh benefits. You can see a list of ATMs where you can withdraw your cash benefits by going to the EBT client Website at www.ebt.ca.gov or from your local county Social Services Agency.
Gross Income	Gross Income means the amount of income before any deductions, such as, taxes, Social Security and retirement contributions, overpayment collections, wage garnishments or attachments, etc.
Fraud and Perjury	Fraud and Perjury are crimes. The law says Applicants/Recipients must sign a penalty of perjury statement on most forms to get and to keep getting cash aid, nutrition services, and Medi-Cal/34-County CMSP. If the applicant/recipient lies about facts or **on purpose** does not give all the facts or situations that affect his/her eligibility and aid payment levels, the applicant/recipient can be charged with fraud. Perjury means that the person lied when swearing under oath to give true, correct, and complete facts.
Head of Household	The Head of Household is the person picked by the applicant as the person the county will communicate with about CalFresh. This is usually the person whose name will be on the Notices of Action and EBT account.
Income	Income means **ANY** money that an applicant/recipient gets or expects to get, such as: • Earnings (including self-employment and housing or utilities in exchange for work) • Welfare (from any county and/or state) • Child/Spousal Support

Term	Meaning
	• Supplement Security Income/State Supplementary Program (SSI/SSP) • Cash Assistance Program for Immigrants • Unemployment Insurance Benefits (UIB) • State Disability Insurance (SDI), Workers Compensation, or other disability payments • Veterans Benefits (VA) • Strike funds • Payments from Roomers and/or Boarders • School grants and loans • Interest on bank accounts • Cash Gifts and/or Winnings, and other cash payments
IRT or Income Reporting Threshold	Under the rules for CalWORKs, recipients are required to report certain changes in their income or family circumstances **between** mandatory Status Reports. One such report is required when the Assistance Unit's total income exceeds the Income Reporting Threshold (IRT). The IRT is the greater of 130 percent of the Federal Poverty Level (FPL) of the number of persons whose needs are included in the determination of the cash aid amount ***or*** the level at which the AU becomes financially ineligible. The County will tell each cash aid family of their IRT.
Liquid Resources	Liquid Resources means any money other than income, such as: • Cash on hand • Un-cashed checks • Money in bank/credit union accounts • Saving certificates
Minor Consent Services	Under the California Family Code, certain limited medical services, including substance use disorder (SUD) treatment, can be provided to youths without their parent's or guardian's permission. A youth may apply

Term	Meaning

	for service on his/her own, without consideration of his/her parents' or guardians' income and resources. State and Federal laws and regulation protect the privacy and identity of the youth applying for Minor Consent services. This means that health care providers as well as the county are prohibited from contacting the parents or guardian of these youths. Minor Consent services includes services related to:
	• Sexual assault
	• Drug and alcohol abuse for children 12 years of age or older
	• Pregnancy
	• Family Planning
	• Venereal diseases for children 12 years of age or older
	• Prevention of and treatment for sexually transmitted diseases for children 12 years of age or older
	• Mental health care for children 12 years of age or older who are in danger of the following:
	  ○ In danger of causing serious physical or mental harm to self or others
	  ○ An alleged victim of incest or child abuse
	• Drug Medi-Cal Minor Consent
	Minor Consent eligibility is for a 30-day period. The minor must reapply in person at the county welfare office to continue to get more Minor Consent services.
	Applying for Minor Consent is NOT available through C4Yourself. To apply, contact a local office to schedule an interview.

Personally Identifiable Information (PII)	PII is any information about an individual maintained by an agency, including: • Any information that can be used to distinguish or trace an individual's identity, such as name, Social Security Number, date and place of birth, mother's maiden name, or biometric records;

Term	Meaning
	and • Any other information that is linked or linkable to an individual, such as; medical, educational, financial, and employment information.[1]
Postpartum Period	The postpartum period is a period of 60 days beginning on the last day of pregnancy.
Reapply or Reapplication	To reapply is to submit an application for a program within 30 days of being discontinued from or denied for that program.
Renew or Renewal	A renewal is an annual re-evaluation or redetermination of your eligibility. Usually in the 11th month of aid you will be asked to fill out another application so the county can see if your family's eligibility will continue or be "renewed" for the next year. This term is usually used for Cash Aid. See also: Recertification
Recertification	Recertification is the same as Renewal but this is used by the CalFresh program.
Statement of Facts	The Statement of Facts (also called a SAWS 2 Plus) is a generic application form used for CalWORKs, CalFresh, and Medi-Cal/CMSP. When the information gathered through C4Yourself is sent to the county, a case manager reviews the information and if appropriate links it to a case number in the C-IV System. When all the needed information is gathered and verified, the C-IV system will create a SAWS 2 Plus form. This form can be printed and physically signed by the applicant(s) or it can be signed electronically then printed. Either way, the signature is provided under penalty of perjury. (See: Fraud and Perjury)

[1] GAO Report 08-0536, Privacy: Alternatives Exits for Enhancing Protection of Personally Identifiable Information, May 2008, http://www.gao.gov/new.items/do8536.pdf

Term	Meaning
SUD or Substance Use Disorder	Substance–related disorders are sicknesses of intoxication, dependence, abuse and withdrawal caused by various substances, both legal and illegal. These substances include: • Alcohol • Amphetamines • Caffeine • Inhalants • Nicotine • Prescription medications • Opioids, such as morphine or heroin • Marijuana • Cocaine • Hallucinogens • Phencyclidine (PCP)
You, Anyone, Everyone	Throughout the C4Yourself on-line e-Application or this Guide, the words, *You*, *Anyone* and/or *Everyone*, mean any and all people who live in your home.

About the C4Yourself on-line e-Application

C4Yourself®[i2] is a component of the C-IV System that allows customers to apply for CalFresh, Medi-Cal, CalWORKs, and County Medical Services Program (CMSP) via the internet. The C4Yourself on-line e-Application is based on the State's SAWS 2 Plus application form. C4Yourself is a secure self-service, public-facing, web-based portal that streamlines the way data is collected by using a conversational interview approach. Information entered by applicants is transferred to the C-IV System automatically.

Currently, C4Yourself accepts applications for the counties listed below. If you are assisting a customer who lives in a non-C4Yourself county, the BenefitsCal website will direct you to the appropriate online application system within California.

C-IV Counties

Alpine	Lassen	San Benito
Amador	Madera	San Bernardino
Butte	Marin	San Joaquin
Calaveras	Mariposa	Shasta
Del Norte	Mendocino	Sierra
El Dorado	Merced	Siskiyou
Glenn	Modoc	Stanislaus
Humboldt	Mono	Sutter
Imperial	Monterey	Tehama
Inyo	Napa	Trinity
Kern	Nevada	Tuolumne
Kings	Plumas	Yuba
Lake	Riverside	

The C4Yourself on-line e-Application does not determine eligibility to benefits or issue benefits. It is a way for people to give the county the information it will need to determine if they are eligible and how much assistance they might get. A representative of the county, a case manager, will look at all the information given, to see if the applicant is eligible. The more information given up front through the e-Application process, the easier it is for the county to make the determination.

After an application is approved, a recipient with a C4Yourself account can also complete the annual redetermination/recertification of eligibility, access their Status Reports, report changes,

[2] C4Yourself is a registered trademark of the Statewide Automated Welfare System Consortium IV Joint Powers Authority and may not be used or reproduced without the express written permission of the Statewide Automated Welfare System Consortium IV Joint Powers Authority. Reg. No. 3,549,680 / 12/23/2008.

upload documents, and have the ability to view the status of their case and/or level of benefits, as well as manage their case information through the C4Yourself website.

Computer Requirements

Because C4Yourself is an on-line e-Application, access to the internet is the foremost requirement. Although access is possible through other web-browsers; such as Firefox or Opera; C4Yourself is operated and tested using Internet Explorer 11 and Adobe Reader DC.

C4Yourself Kiosks

Some counties have C4Yourself Kiosks like the one pictured below available at various locations throughout the county. These kiosks include a computer, a printer/scanner and internet connectivity.

C4Yourself Kiosk Locations

Currently, there are over 60 kiosks at various locations throughout Butte, Humboldt, Kern, Kings, Madera, Marin, Napa, San Benito, San Bernardino, Shasta, Siskiyou, Stanislaus, Riverside, and Yuba county.

C4Yourself Mobile Application

As of November 2012, anyone is able to use the C4Yourself on-line e-Application pages from any smartphone.

Anything that can be done in C4Yourself from a computer can be done from a smartphone.

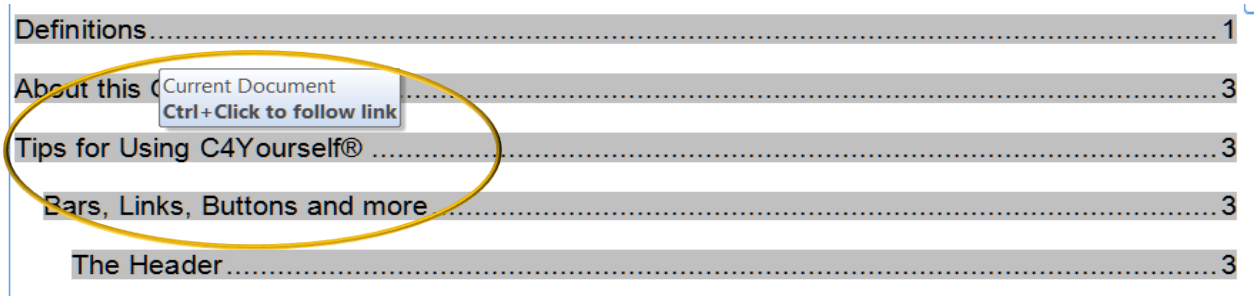
About this Guide

The purpose of the C4Yourself CBO Guide is to be an easy-to-use tutorial and reference source for CBO staff that assist applicants with using the C4Yourself on-line e-Application. It is meant to provide CBOs with instructions on how to complete an application on-line, similar to the public **External User Guide**, but it also provides some guidance to CBOs on public assistance policies, as well as steps for helping the public.

This Guide provides many pictures of the pages you may see as you move through the application with explanations that should help you understand what you are seeing, but not every step is pictured. The pages that you see and the questions you will be asked depend on the types of public assistance being applied for and the information entered.

Table of Contents links

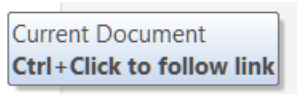
The Table of Contents provides a hyperlink to the subject. Place your mouse pointer over a subject in the Table of Contents, then use the CTRL key on your keyboard and click on the subject with your mouse and you will be moved to the correct page.



Cross-Reference Hyperlinks

Text in this Guide that appears as blue and underlined is a cross-reference hyperlink.

1. Place your mouse pointer over the text. You will see a little pop-up like this:



2. Hold down the Ctrl key and click on the blue underlined text.
3. You will be taken to the section of the document that is being discussed.

Example: Hold the Ctrl key on your keyboard and click on the following sentence link text Checklist of things that will need to be provided

Tips for Using C4Yourself

You can move around in the C4Yourself on-line Application by clicking on certain parts of the page with your mouse. Below, we explain some of the ways you can:

- Display C4Yourself in English, Spanish, Armenian, Cambodian, Cantonese (Chinese), Hmong, Korean, Lao, Mandarin (Chinese), Russian, Tagalog, and Vietnamese
- Move around in C4Yourself
- Find out where you are in the application process
- Enter and submit information to the county welfare department

Bars, Links, Buttons and more

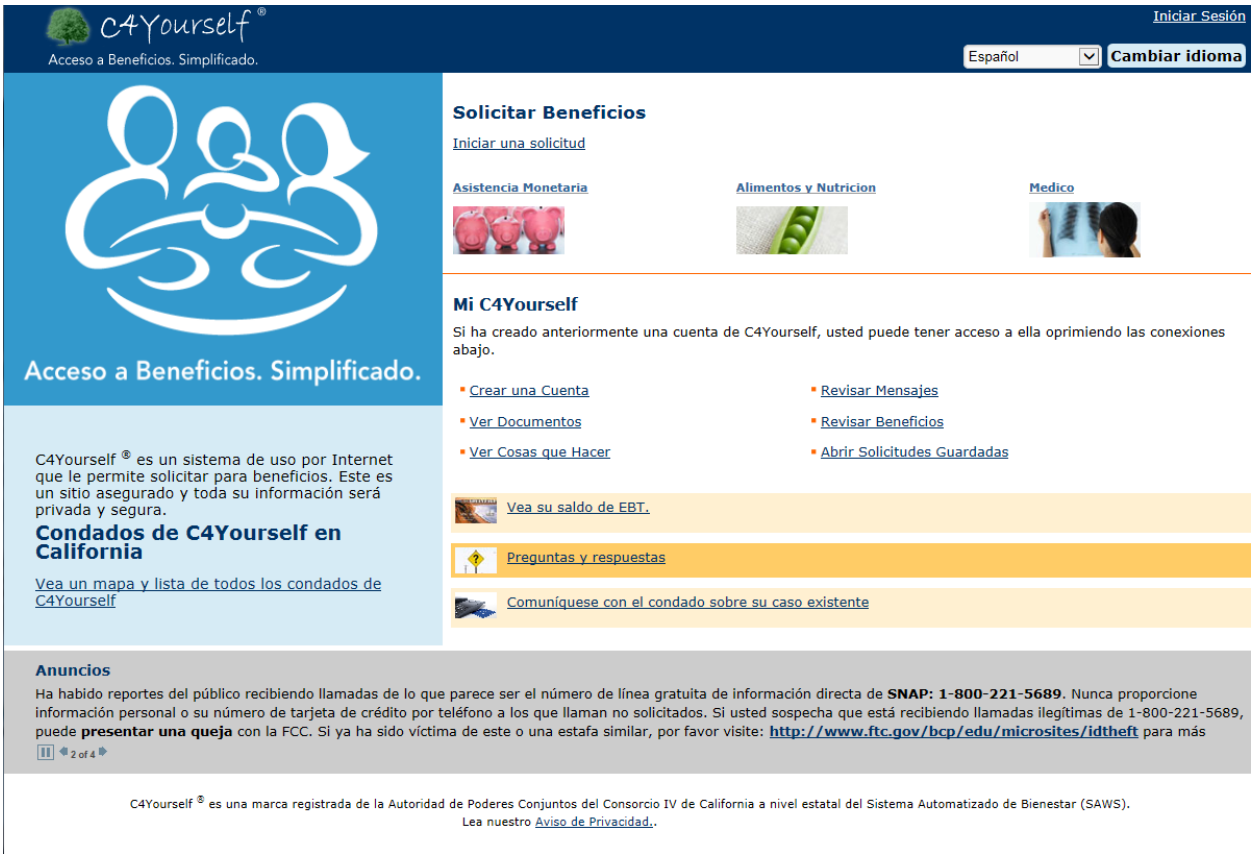
The Header

The C4Yourself header is used on every page.

Language Selection

You can use the Language selection on the **Header** to change the language on the C4Yourself pages and the language of your application documents. As of November 2015, C4Yourself supports English, Spanish, Armenian, Cambodian, Cantonese (Chinese), Hmong, Korean, Lao, Mandarin (Chinese), Russian, Tagalog, and Vietnamese.

If you are helping an applicant who would like to complete the application in another language, make this change before you start.



The Global Navigation Bar

The tabs on the **Global Navigation Bar** tell you what kind of questions will be asked. The applicant does not have to answer all of the questions before submitting an application, but eventually, most will have to be answered in order to determine eligibility. The more complete the application is, the faster a case manager will be able to process it.

The Progress Bar

This bar tells you how close you are to finishing the application.

Link Text

Link text in the e-Application is underlined and blue. Clicking this text will take you to another web page. This is also called a hyperlink. An example of link text is shown as Food & Nutrition on the **C4Yourself Home** page.

Required information

You'll see some questions or entry fields with a star * - next to them. This means the information is required and must be given before you can go on to the next page.

Selection boxes

Check this ☐ box next to the item you want to select.

Check this ○ button next to the item you want to select.

Buttons

The **Next** button takes you to the next page.

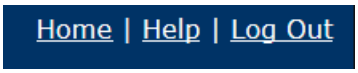
The **Back** button takes you to the page before the one you are on now.

The **Exit** button ends the application. If you created a user name and password, all the information will be saved.

The **Remove** button removes the person or information from the application.

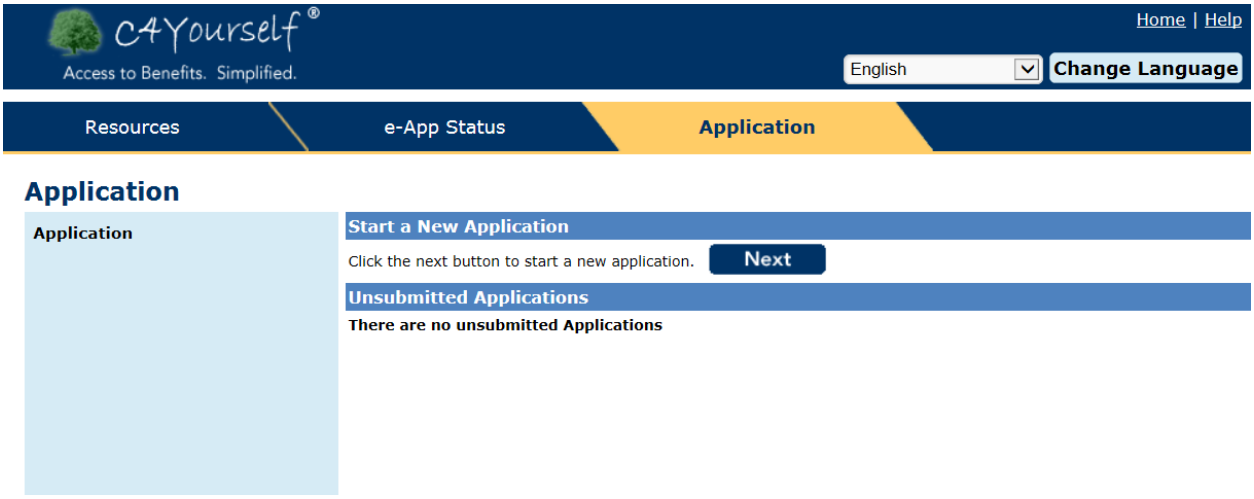
The **Edit** button takes you to a person's information so you can make changes.

The **Send Application** button sends the application to the county. If you click this button, it will show a list of county offices that accept e-Applications in your area based on the distance from the applicant's home address. The applicant can select the office closest to his/her home or one close to work if it is more convenient.

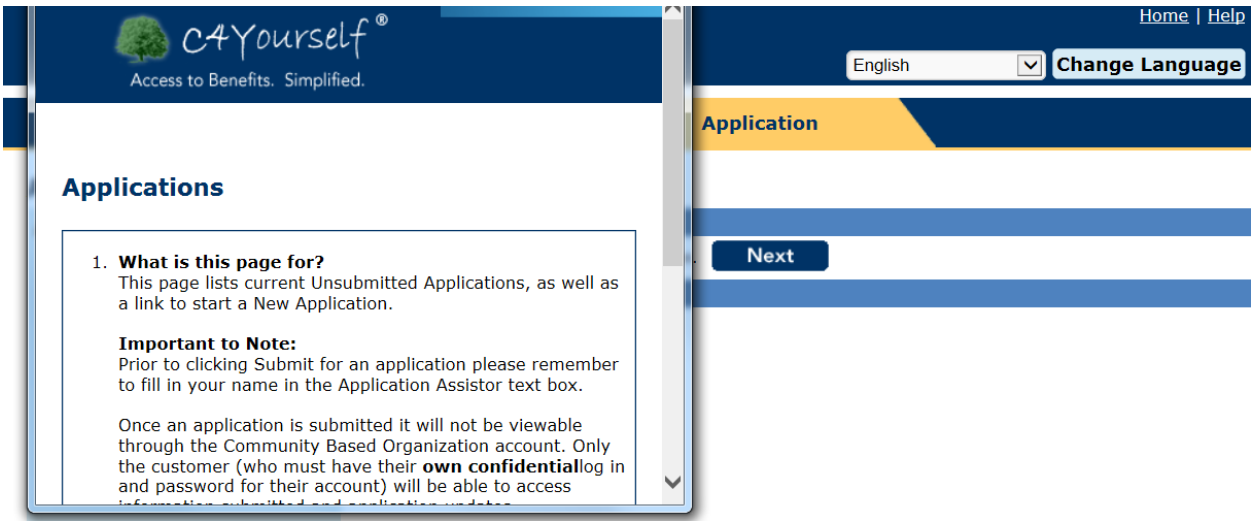


The **Home/My C4Yourself/Help/Log Out** bar allows you to move to different pages. Clicking the **Home** link will take you back to the **C4Yourself Home** page.

The **My C4Yourself** link will take you back to the **page Resources/e-App Status/Application** page.



The **Help** link opens a pop-up window showing information to help you understand the questions on the page.



Time Out message

If you have the C4Yourself application open and have gotten past the **Programs** page, but you haven't done anything in the application for 60 minutes, you will get "timed-out". This means you must log back in. The save application process only works if you've gotten past the **Start Application** page. Any information you've entered up to and including the **Start Application** page will not be saved. You will need to start again.

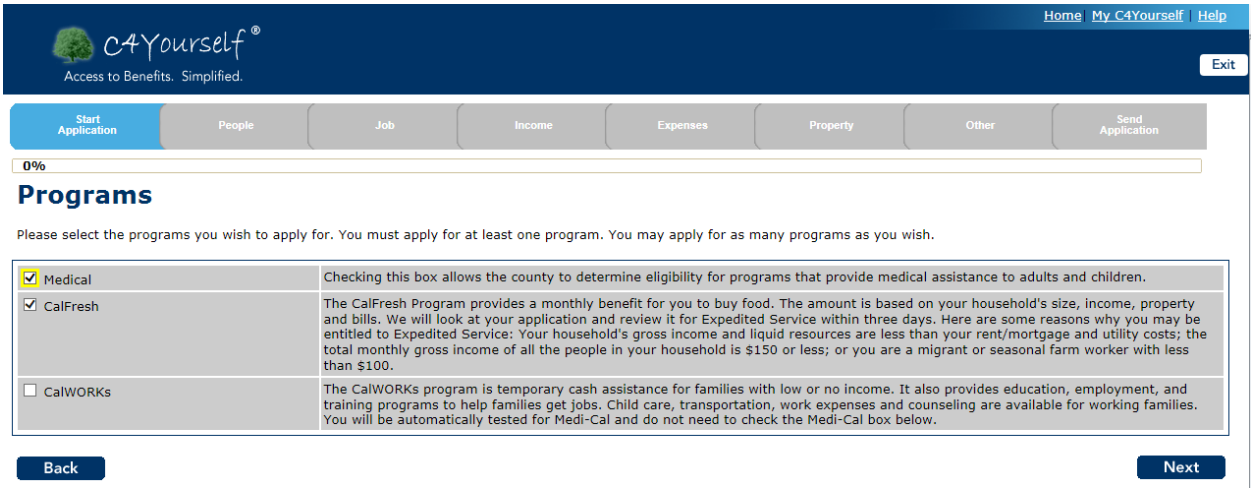
This is an important security measure required by Federal law to protect you and the applicant's information.

Norton Secured Logo

This symbol, on the bottom of the **C4Yourself Home** page, ensures that all the information entered is safely being entered on a secured website. **IF YOU DO NOT SEE THIS SYMBOL, EXIT THE SITE USING THE RED X IN THE UPPER RIGHT CORNER OF THE SCREEN.** Click the following hyperlink to be taken to the secured C4Yourself website located at:

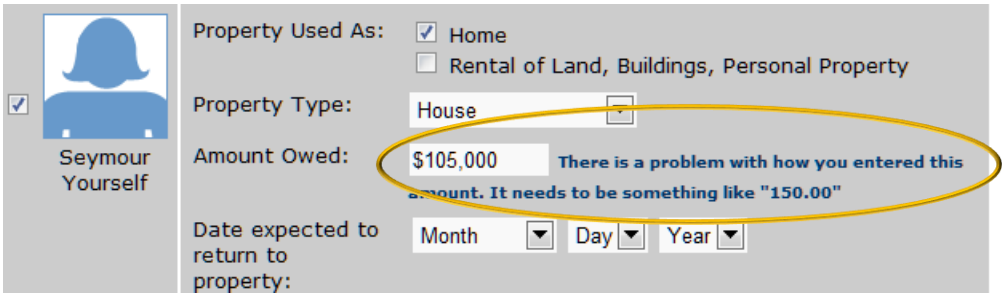
https://www.c4yourself.com/c4yourself/

IMPORTANT NOTE: Once you have gotten to the actual Application input pages (**Programs** page and beyond) the VeriSign symbol does not appear again until you are asked to sign and submit the application (see picture below).



Entering dollar amounts

It is not necessary to enter the $ symbol when entering dollar amounts. Just enter the numbers like 105,000. You will get an error message if you include the $ symbol.



Types of Assistance available through C4Yourself

CalWORKs

Cash Assistance

The California Work Opportunity and Responsibility for Kids (CalWORKs) program is temporary cash assistance for families with low or no income. It also provides education, employment, and training programs to help families get jobs. Child Care, transportation, work expenses and counseling are available for families working.

A family may be eligible to receive cash assistance if:

- There is a child under the age of 18 in the home who has a parent that is:
  - Deceased
  - Not living in the home
  - Unemployed
  - Disabled
- There is a relative taking care of a Foster Care child.

The amount of cash assistance a family can receive depends on the number of people who are eligible, the amount of income they receive, and the value of their property (vehicles, checking accounts, etc.).

Food & Nutrition

CalFresh

The Food and Nutrition Service (FNS) administers the nutrition assistance programs of the U.S. Department of Agriculture.

The CalFresh Program, formerly known as Food Stamps (federally known as the Supplemental Nutrition Assistance Program (SNAP)), can add to a family's food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

To get CalFresh benefits, households must meet certain tests, including resource and income tests:

Resources

Households may have $2,250 in countable resources, such as a bank account, or $3,250 in countable resources if at least one person is age 60 or older, or is disabled. However, certain resources are NOT counted, such as a home and lot, the resources of people who receive Supplemental Security Income (SSI), the resources of people who receive Temporary Assistance for Needy Families (CalWORKs, formerly AFDC), and most retirement (pension) plans.

Income

Households must meet income tests unless all members are receiving TANF or in some counties, General Assistance/General Relief. Most households must meet both the gross and net income tests, but a household with an elderly person or a person who is receiving certain types of disability payments only has to meet the net income test.

Employment Requirements

Generally able-bodied adults without dependents (ABAWDS) over age 17 and under age 50 can get CalFresh benefits for only 3 months in a 36-month period if they do not work or participate in a workfare or employment and training program other than job search. This requirement is waived in some locations.

With some exceptions, able-bodied adults between 16 and 60 must register for work, accept suitable employment, and take part in an employment and training program to which they are referred by the local office. Failure to comply with these requirements can result in disqualification from the Program.

Special Rules for Elderly or Disabled

Most CalFresh rules apply to all households, but there are a few special rules for households that contain an elderly or disabled member.

Immigrant Eligibility

The 2002 Farm Bill restored CalFresh eligibility to most legal immigrants.

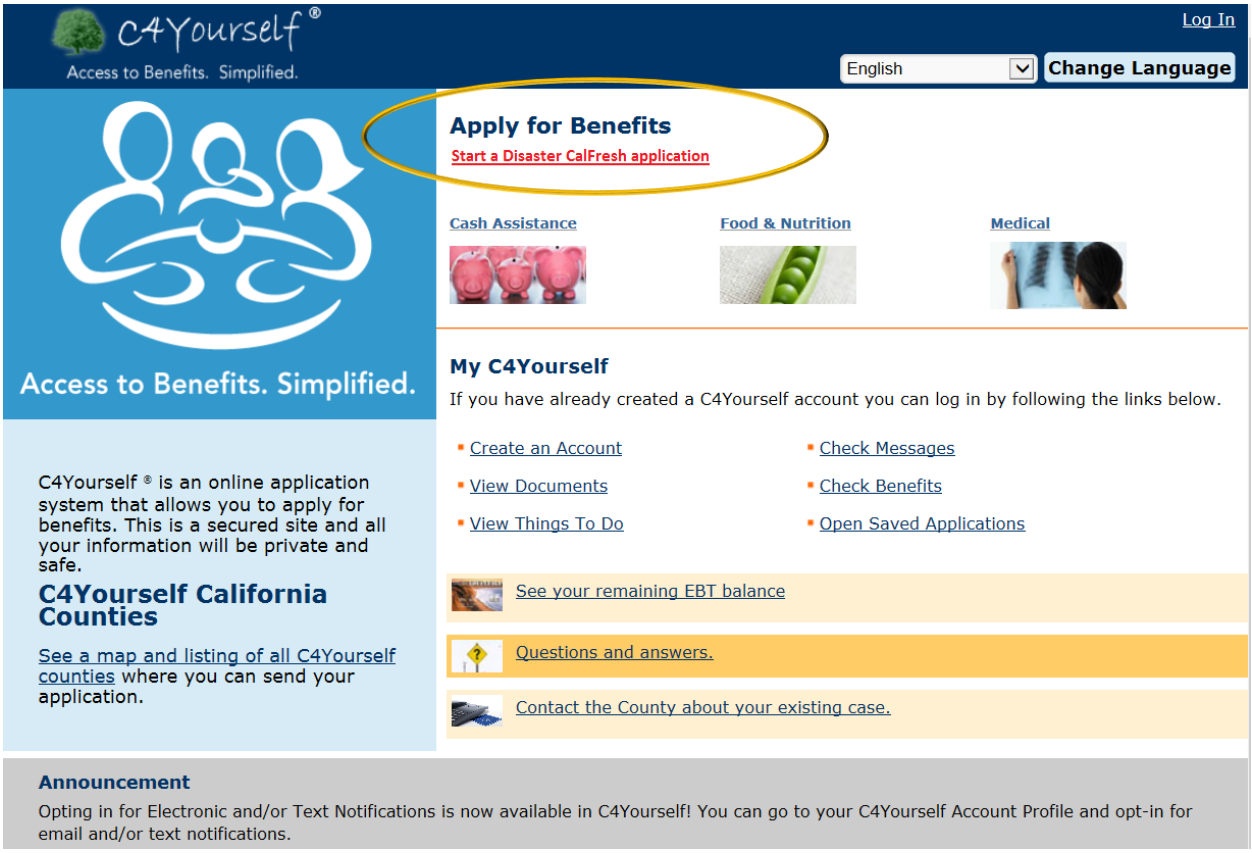
Certain noncitizens such as those admitted for humanitarian reasons and those admitted for permanent residence are also eligible for the program. Eligible household members can get CalFresh benefits even if there are other members of the household that are not eligible.

Disaster CalFresh

When a disaster is declared in a C-IV county, Disaster CalFresh is made available through the C4Yourself on-line application. This program is available to meet the needs of disaster victims within a 30-day period following a natural disaster such as a flood, fire, earthquake, or any other natural disaster. D-CalFresh provides a month's worth of benefits on an Electronic Benefit Transfer (EBT) card that can be used to buy food at authorized retail stores. The link to apply for D-CalFresh is only turned on when all of the following actions occur:

- A Presidential Declaration for Individual Assistance has been declared in the affected area,
- Commercial channels for food distribution have been disrupted and those commercial channels have been restored, and
- The State of California has been approved to operate a D-CalFresh program.

When the D-CalFresh program is activated in your County by the Federal government and the State of California, a new link text appears on the **C4YourselfHome** page.



Medical

Medical

Medical offers free or low-cost health coverage for California residents who meet eligibility requirements, such as low-income children, pregnant women, families and low-income adults. Most applicants who apply through Covered California and enroll in Medi-Cal will receive care through managed health plans.

County Medical Services Program (CMSP)

CMSP provides health care to individuals ages 21 through 64, who reside in a participating CMSP county, have income at or below 200% of the federal poverty level (FPL), and are not eligible for Medical benefits. To receive full benefits, an individual must be a US citizen or permanent legal citizen. Individuals, who do not have citizenship documentation, can receive emergency services only.

To see if your county offers CMSP, please click here.

CMSP may cover:

- Acute inpatient hospital care
- Adult day health care services
- Audiology services
- Blood and blood derivatives
- Chronic hemodialysis services
- Dental services
- Durable medical equipment
- Emergency air and ground ambulance services
- Hearing aids
- Home health agency services
- Hospital outpatient services
- Infusion therapy
- Laboratory and radiology services

- Medical supplies dispensed by physicians
- Non-emergency medical transportation
- Occupational therapy services
- Pharmaceutical services provided by network pharmacies
- Physical therapy services
- Physician services
- Podiatry services
- Prosthetic and orthotic appliances
- Psychiatry services (inpatient and outpatient provided by a licensed, in-network psychiatrist)
- Speech therapy services

Community Based Organization (CBO) Account

Community Based Organizations (CBO) may choose to simply provide access to a computer and some support to applicants, or they may actually enter the applicant's information into C4Yourself. Each CBO wanting to help applicants in C4Yourself®[3] must create a CBO User Account.

The CBO account is created at the organization level. The CBO will need to designate a primary contact person and establish an account name and password. The following secret questions are standard for all CBOs.

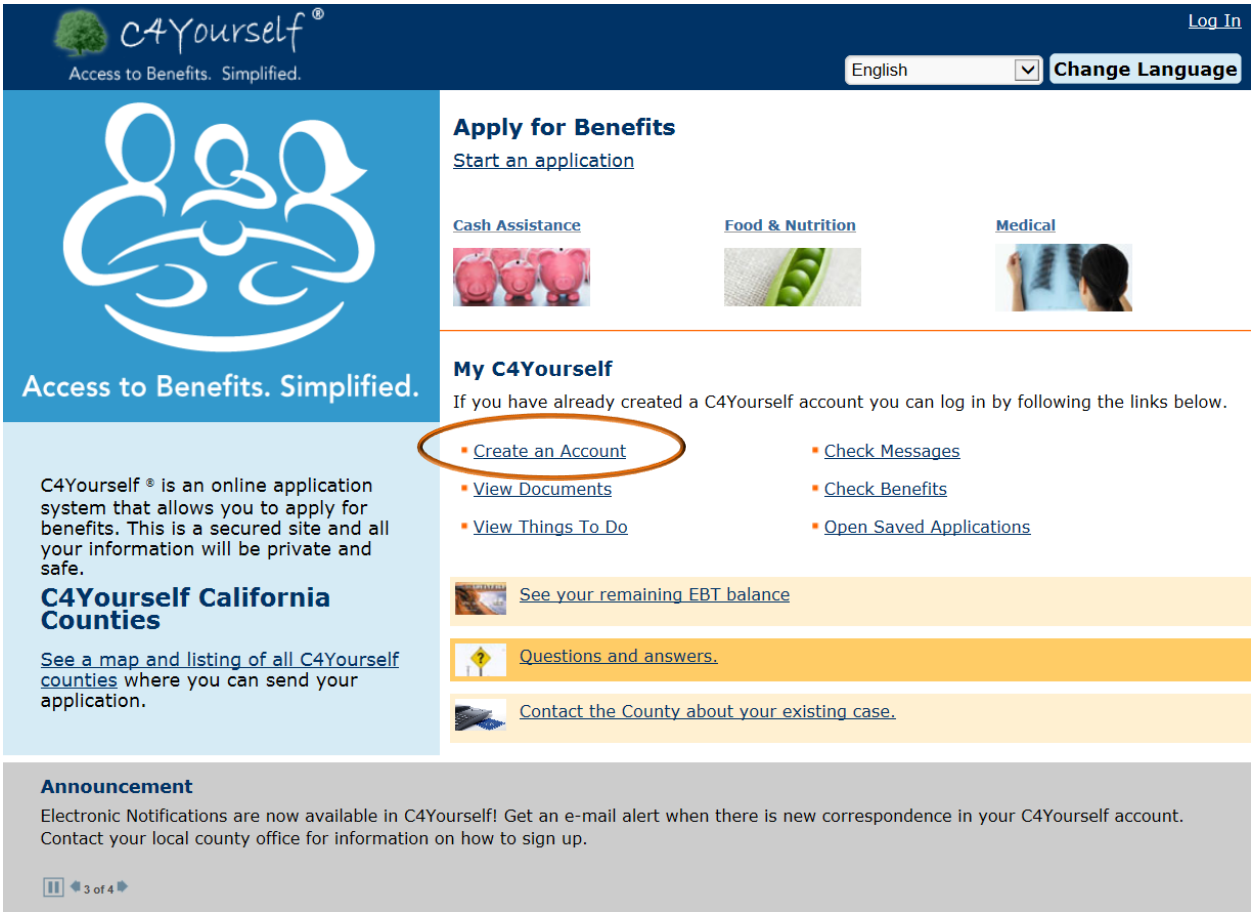
- What is your Tax ID?
- What year did you first receive funding?

Any CBO staff authorized by the organization to use the C4Yourself CBO User Account will be required to sign each application that he/she assists with. It is important to remember that in order to ensure consistent reporting staff should always sign their name the same way, (i.e., First and Last Name, First Name, Middle Initial, and Last Name).

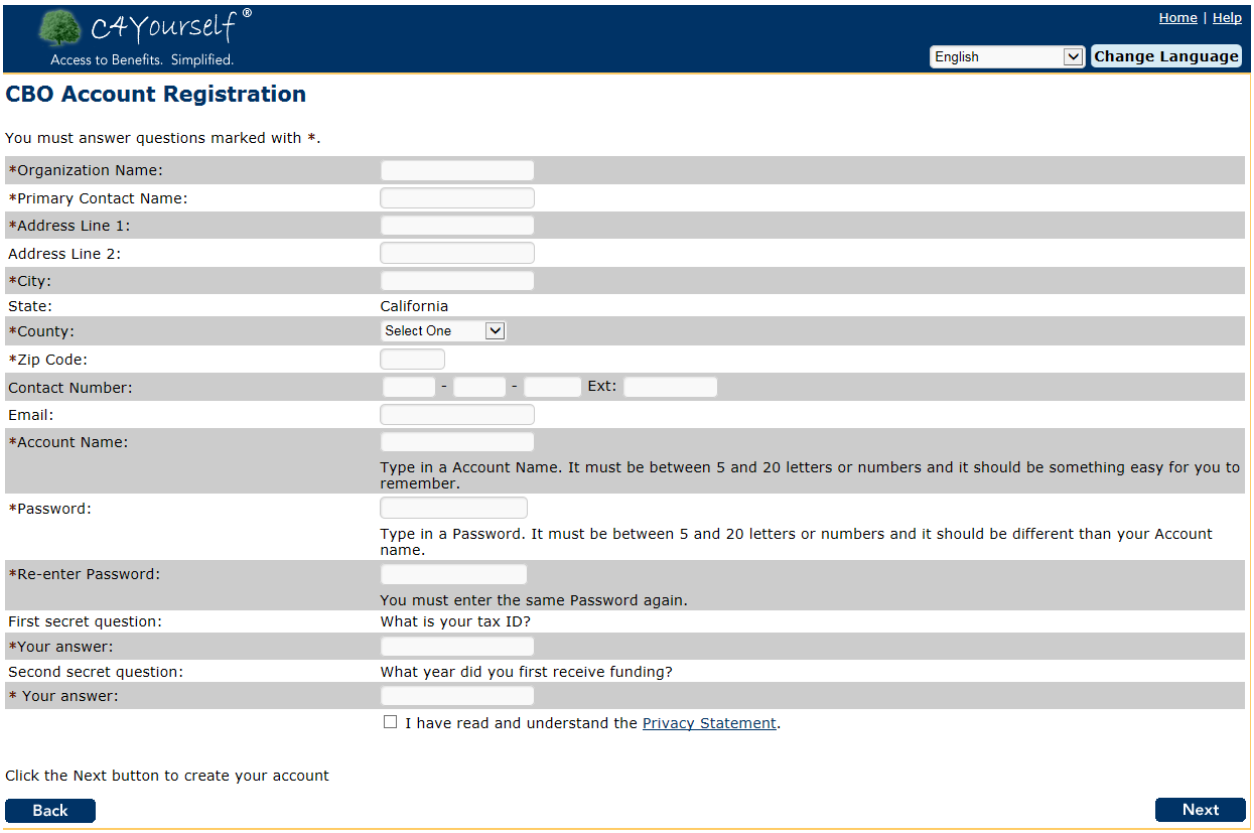
Create CBO User Account

1. Access the C4Yourself Home page located at https://C4Yourself.com.
2. Click the **Create an Account** hyperlink.

[3] C4Yourself is a registered trademark of the Statewide Automated Welfare System Consortium IV Joint Powers Authority and may not be used or reproduced without the express written permission of the Statewide Automated Welfare System Consortium IV Joint Powers Authority. Reg. No. 3,549,680 / 12/23/2008.



3. The CBO Account Registration page appears.



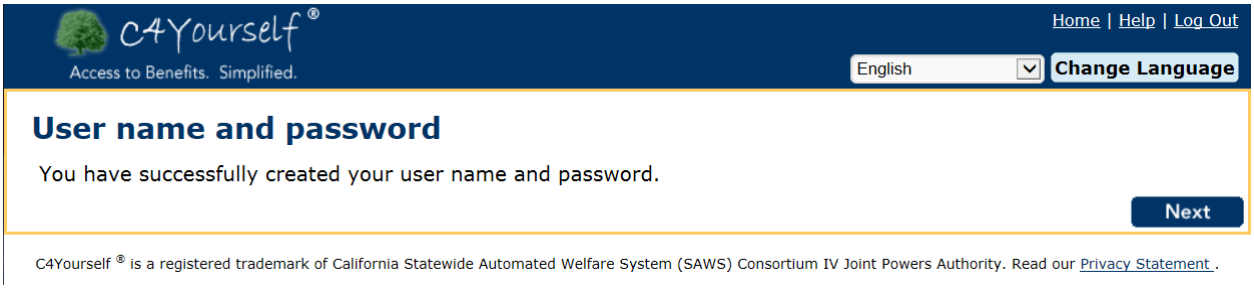
4. Enter the organization's information as completely as possible. Data marked with an asterisk is required in order to save the page.

Required Field Name	Entry
Organization Name*	The Organization Name should be the name of the group creating the account. For example, *Stockton Catholic Charities.*
Primary Contact Name*	The primary contact person should be the director, administrator, etc.
Address Line 1 and Line 2*	The address should be the primary address of the organization. If the organization has a P.O. Box in addition to its physical address, use Line 1 for the Physical Address and Line 2 for the P.O. Box.
City*	The address should be the primary address of the organization.

Required Field Name	Entry
State*	The address should be the primary address of the organization.
Zip Code*	The address should be the primary address of the organization.
Contact Number*	The Contact Number should be the primary phone number of the primary contact person.
Email*	The Email should be the primary contact person's email address.
Account Name*	The Account Name should be something your staff can easily remember. For example if you have several offices in a city/county, you could enter *CatholicCharities03*. The Account Name must be between 5 and 20 characters (alpha and/or numeric).
Password/Re-Enter password*	The Password should be something your staff can remember easily and must be between 5 and 20 characters (alpha and/or numeric). The Password should be different than your Account Name.
First Secret Question*	Enter the Tax ID for your organization. Staff will need to know this in order to log in.
Second Secret Question*	Enter the year your organization first received funding. Staff will need to know this in order to log in.

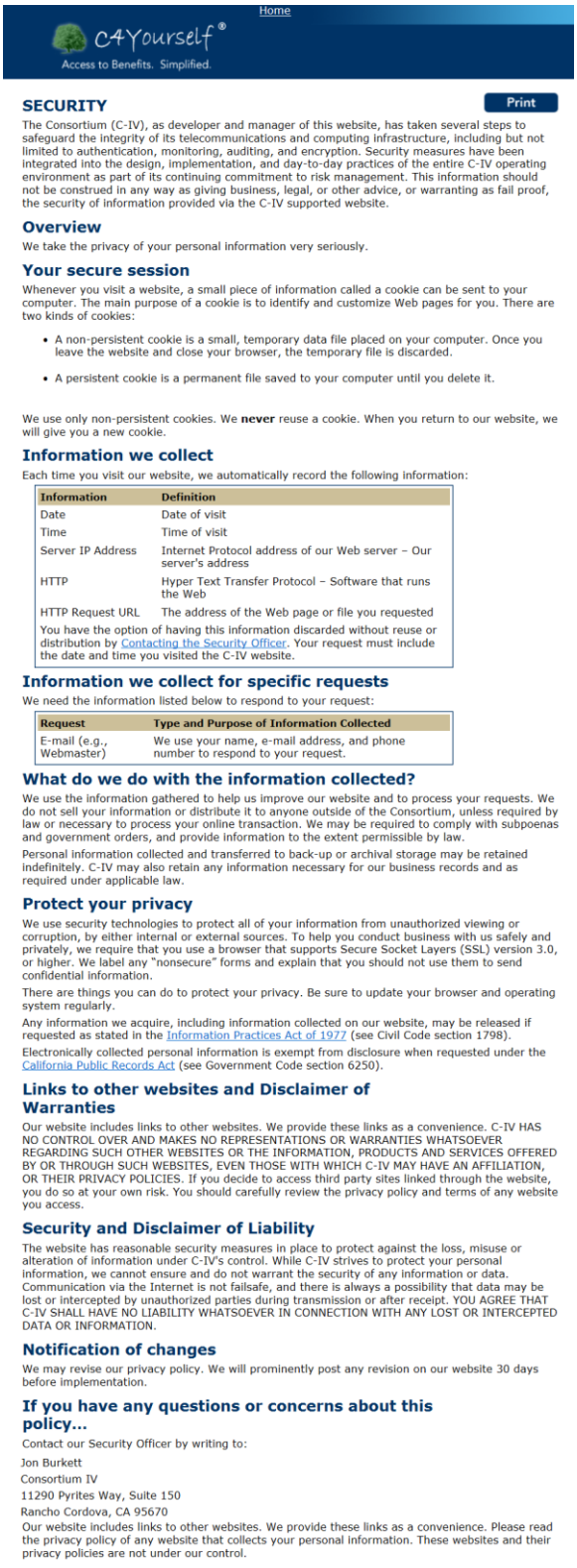
5. Read the **Privacy Statement.**
6. Check the box next to the statement, **I have read and understand the Privacy Statement**.
7. Click

.
8. The **User name and password** confirmation page appears.



C4Yourself Privacy Statement

Acknowledgement of having read the **Privacy Statement** (see below) is required. We suggest each CBO retain a printed copy of the **Privacy Statement** to be reviewed with staff at a minimum of an annual basis.



Home

C4Yourself®
Access to Benefits. Simplified.

Print

SECURITY

The Consortium (C-IV), as developer and manager of this website, has taken several steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire C-IV operating environment as part of its continuing commitment to risk management. This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via the C-IV supported website.

Overview

We take the privacy of your personal information very seriously.

Your secure session

Whenever you visit a website, a small piece of information called a cookie can be sent to your computer. The main purpose of a cookie is to identify and customize Web pages for you. There are two kinds of cookies:

- A non-persistent cookie is a small, temporary data file placed on your computer. Once you leave the website and close your browser, the temporary file is discarded.
- A persistent cookie is a permanent file saved to your computer until you delete it.

We use only non-persistent cookies. We **never** reuse a cookie. When you return to our website, we will give you a new cookie.

Information we collect

Each time you visit our website, we automatically record the following information:

Information	Definition
Date	Date of visit
Time	Time of visit
Server IP Address	Internet Protocol address of our Web server – Our server's address
HTTP	Hyper Text Transfer Protocol – Software that runs the Web
HTTP Request URL	The address of the Web page or file you requested

You have the option of having this information discarded without reuse or distribution by Contacting the Security Officer. Your request must include the date and time you visited the C-IV website.

Information we collect for specific requests

We need the information listed below to respond to your request:

Request	Type and Purpose of Information Collected
E-mail (e.g., Webmaster)	We use your name, e-mail address, and phone number to respond to your request.

What do we do with the information collected?

We use the information gathered to help us improve our website and to process your requests. We do not sell your information or distribute it to anyone outside of the Consortium, unless required by law or necessary to process your online transaction. We may be required to comply with subpoenas and government orders, and provide information to the extent permissible by law.

Personal information collected and transferred to back-up or archival storage may be retained indefinitely. C-IV may also retain any information necessary for our business records and as required under applicable law.

Protect your privacy

We use security technologies to protect all of your information from unauthorized viewing or corruption, by either internal or external sources. To help you conduct business with us safely and privately, we require that you use a browser that supports Secure Socket Layers (SSL) version 3.0, or higher. We label any "nonsecure" forms and explain that you should not use them to send confidential information.

There are things you can do to protect your privacy. Be sure to update your browser and operating system regularly.

Any information we acquire, including information collected on our website, may be released if requested as stated in the Information Practices Act of 1977 (see Civil Code section 1798).

Electronically collected personal information is exempt from disclosure when requested under the California Public Records Act (see Government Code section 6250).

Links to other websites and Disclaimer of Warranties

Our website includes links to other websites. We provide these links as a convenience. C-IV HAS NO CONTROL OVER AND MAKES NO REPRESENTATIONS OR WARRANTIES WHATSOEVER REGARDING SUCH OTHER WEBSITES OR THE INFORMATION, PRODUCTS AND SERVICES OFFERED BY OR THROUGH SUCH WEBSITES, EVEN THOSE WITH WHICH C-IV MAY HAVE AN AFFILIATION, OR THEIR PRIVACY POLICIES. If you decide to access third party sites linked through the website, you do so at your own risk. You should carefully review the privacy policy and terms of any website you access.

Security and Disclaimer of Liability

The website has reasonable security measures in place to protect against the loss, misuse or alteration of information under C-IV's control. While C-IV strives to protect your personal information, we cannot ensure and do not warrant the security of any information or data. Communication via the Internet is not failsafe, and there is always a possibility that data may be lost or intercepted by unauthorized parties during transmission or after receipt. YOU AGREE THAT C-IV SHALL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH ANY LOST OR INTERCEPTED DATA OR INFORMATION.

Notification of changes

We may revise our privacy policy. We will prominently post any revision on our website 30 days before implementation.

If you have any questions or concerns about this policy...

Contact our Security Officer by writing to:

Jon Burkett
Consortium IV
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

Our website includes links to other websites. We provide these links as a convenience. Please read the privacy policy of any website that collects your personal information. These websites and their privacy policies are not under our control.

Personally Identifiable Information Security

In the course of helping an applicant apply for benefits, CBO staff may have access to personally identifiable information (PII). CBOs must use all reasonable measures to prevent non-authorized personnel and visitors from having access to or viewing PII.

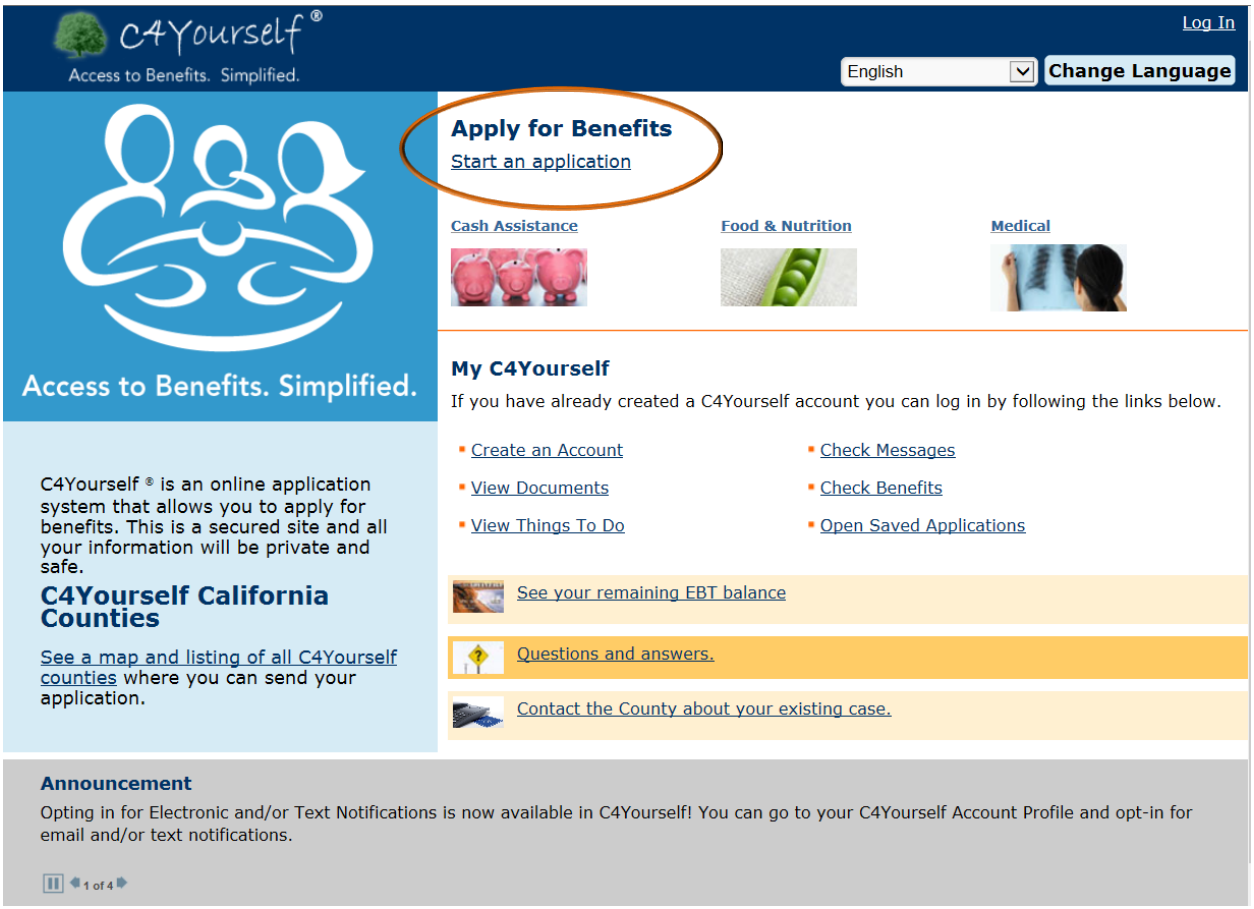
The C4Yourself on-line e-Application has the federal and state required security measures built in. The CBO is responsible for safeguarding confidentiality in the following manners:

- **Confidential interviews** – Discussions in which the CBO may obtain PII from an application or potential applicant should be conducted in privacy, out of earshot of public or unauthorized CBO staff.
- **Supervision of Data** - It is extremely important that all records (paper or electronic) containing PII be stored in locked spaces, such as file cabinets, file rooms, desks or offices. Example: if CBO staff writes down on a piece of paper an applicant's PII, that paper must:
    - **not be removed from the facility,**
    - **not be left unattended on a desk, fax, or copier,**
    - **not be thrown in the trash.** PII should be shredded or pulverized.

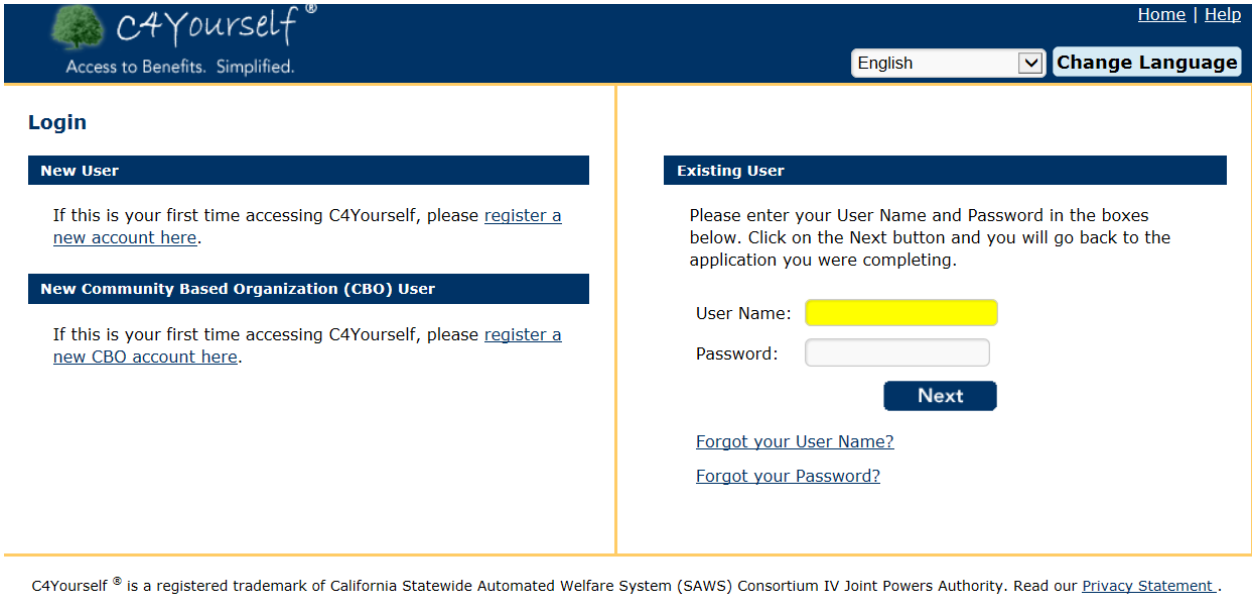
CBO Login

Any of the links under the **MyC4Yourself** section will link to the **Login** page. As a CBO, you will most likely be helping someone apply for benefits, so the following instructions will guide you through the process of creating an application on behalf of an applicant.

For the simplest access to the **Login** page, we will use the **Start an Application** link.

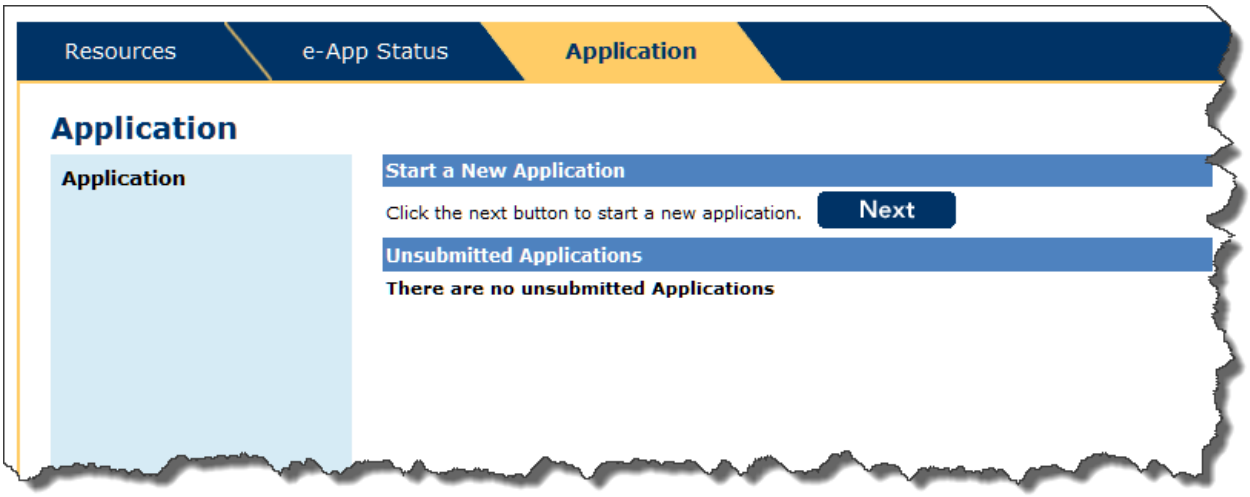


1. Click the **Start an Application** link text. The **Login** page appears.



2. Enter the CBO account **User Name** and **Password.**

3. Click **Next**.



CBO Pages

After an account has been created for your organization, authorized staff members can log in and assist customers with applications. The CBO account contains three tabs:

- Resources
- e-App Status
- Application

Resources

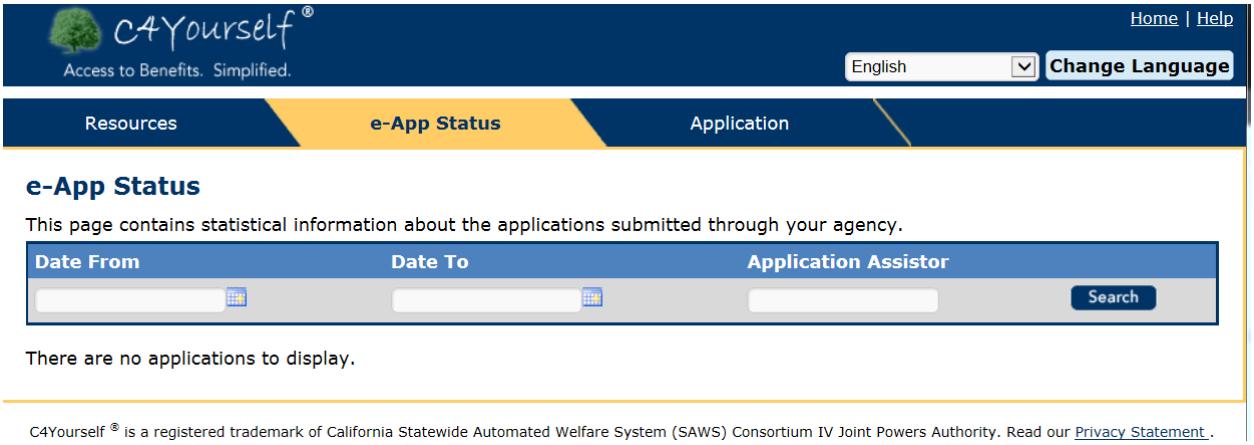
The **Policy** hyperlink on the **Resources** tab provides hyperlinks to State policy manuals for CalWORKs, CalFresh (Food Stamps), Medi-Cal and CMSP as well as policy notices and letters issued by the State. These notices are listed as:

- ACWDL (All County Welfare Directors Letters)
- ACL/ACIN (All County Letters/All County Informing Notice)
- CMSP ACL (County Medical Services Plan All County Letter)

Also available are links to various forms that are accessible through C4Yourself.

e-App Status

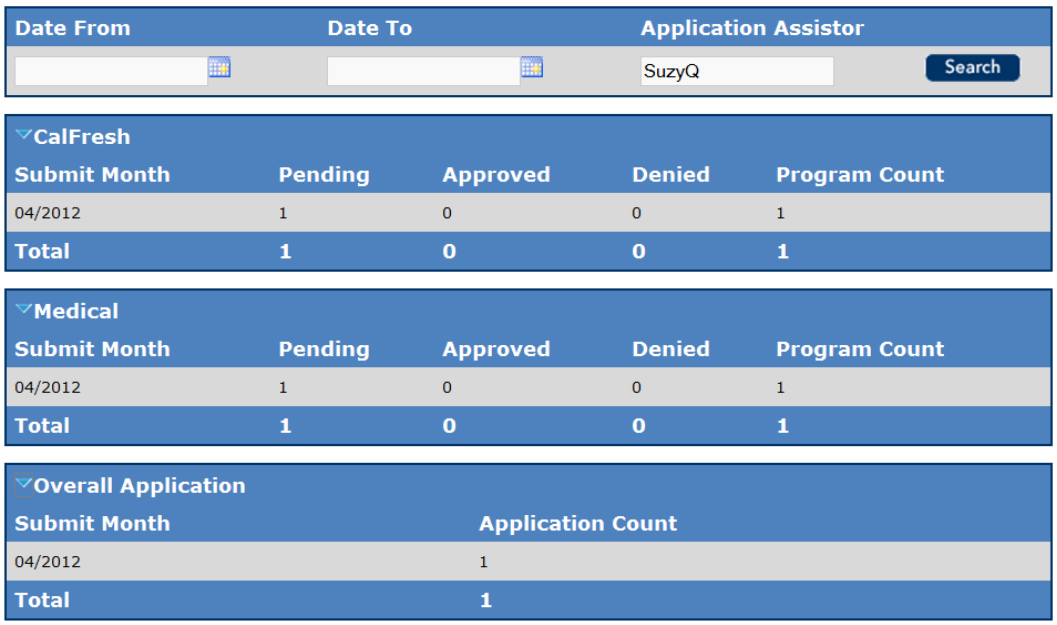
The e-App Status tab allows each CBO to track the number of applications it has assisted with using their CBO User Account.



The e-App Status tab allows each organization to track the number of applications they have assisted with by organization OR assistor. If the application assistor field is left blank, the data returned will be for the whole organization for the date range entered. If a specific assistor is entered, only the statistics for that assistor will be returned for the date range entered. If you leave the "Date From" and the "Date To" fields blank, it will return all the information for your organization/assistor since 01/2012.

Please Note:

- Data will not be returned for dates prior to 01/2012, which is when the CBO portal was implemented.
- If you are in a CMSP County, the Medical section will include CMSP in the program count.
- An assistor's name must be entered the same here as it was entered on each application. For example, if you entered SuzyQ on the customer's application, in the Application Assistor field, and you enter Suzy Quarlesin the Application Assistor's field on the e-App Status page, you would not get the results for SuzyQ.



Date From	Date To	Application Assistor	
		SuzyQ	Search

CalFresh

Submit Month	Pending	Approved	Denied	Program Count
04/2012	1	0	0	1
Total	**1**	**0**	**0**	**1**

Medical

Submit Month	Pending	Approved	Denied	Program Count
04/2012	1	0	0	1
Total	**1**	**0**	**0**	**1**

Overall Application

Submit Month	Application Count
04/2012	1
Total	**1**

The statistics are broken out into 'Program Count' and 'Application Count'. The Program Count will count each program separately. So, if a customer applied for CalFresh and Medi-Cal there will be 1 tick in each program section. The Application Count will count the number of applications total. In looking at the prior example, there would be 1 tick in the Application Count.

C4Yourself User Account

A C4Yourself User Account is required in order to use the C4Yourself on-line e-Application. With a C4Yourself account, an applicant can:

- Start an on-line application
- Save the information they entered
- Re-open a saved application that they started, but not finished
- Submit the application to the county electronically
- Check messages left for them by their county Case Manager
- View a To Do list of things they must do to complete the application process like, send in verifications

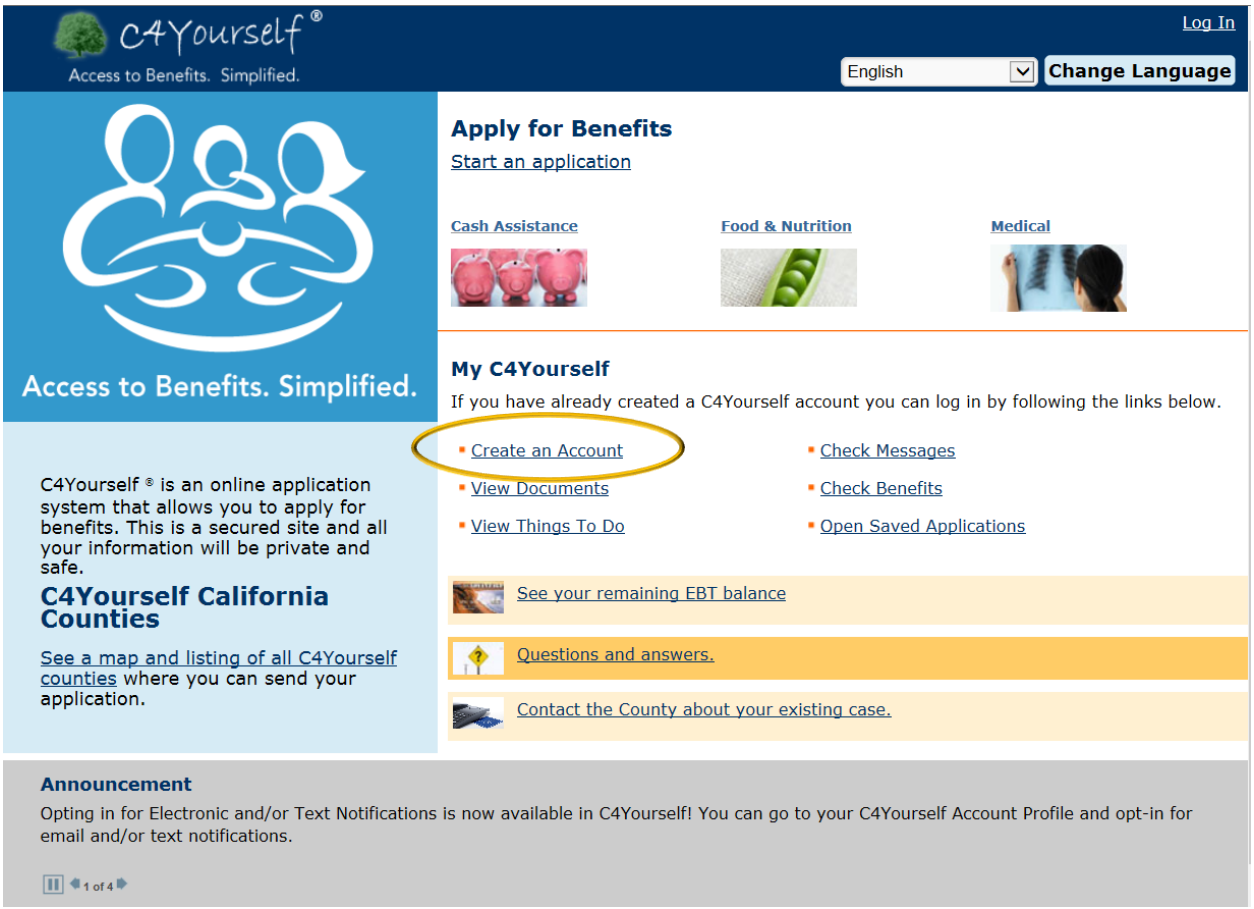
After an application is approved, a recipient can:

- Link to their C-IV active case even if the application was not submitted electronically through C4Yourself

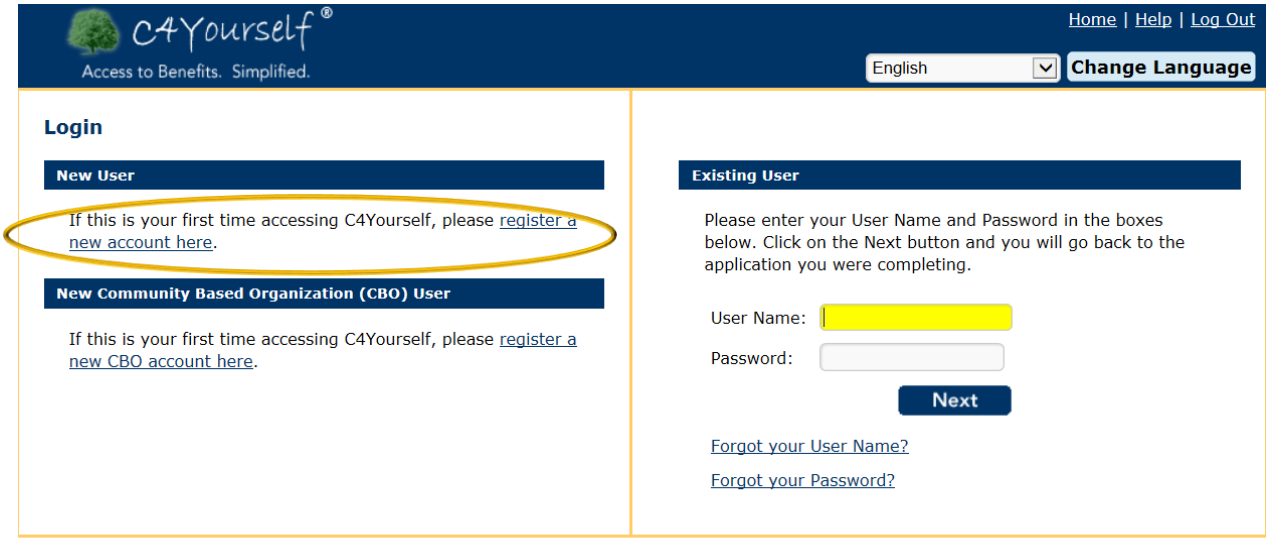
- View Things to Do
- Check current Benefits
- View Messages from the county
- View, complete, and print forms
- Manage their account

Create C4Yourself User Account

1. On the **C4Yourself Home** page, click the Create an Account link text.

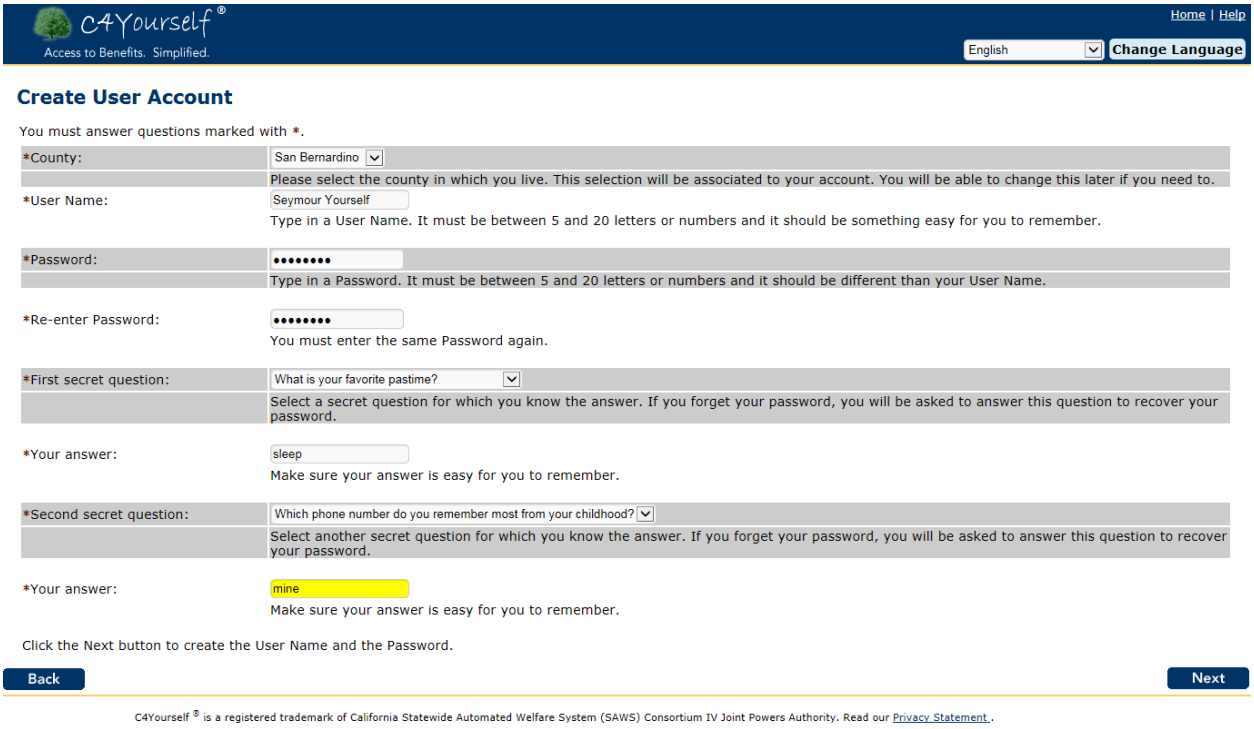


2. On the **C4Yourself Login** page, click the register a new account here link text.



The **Create User Account Page** appears.

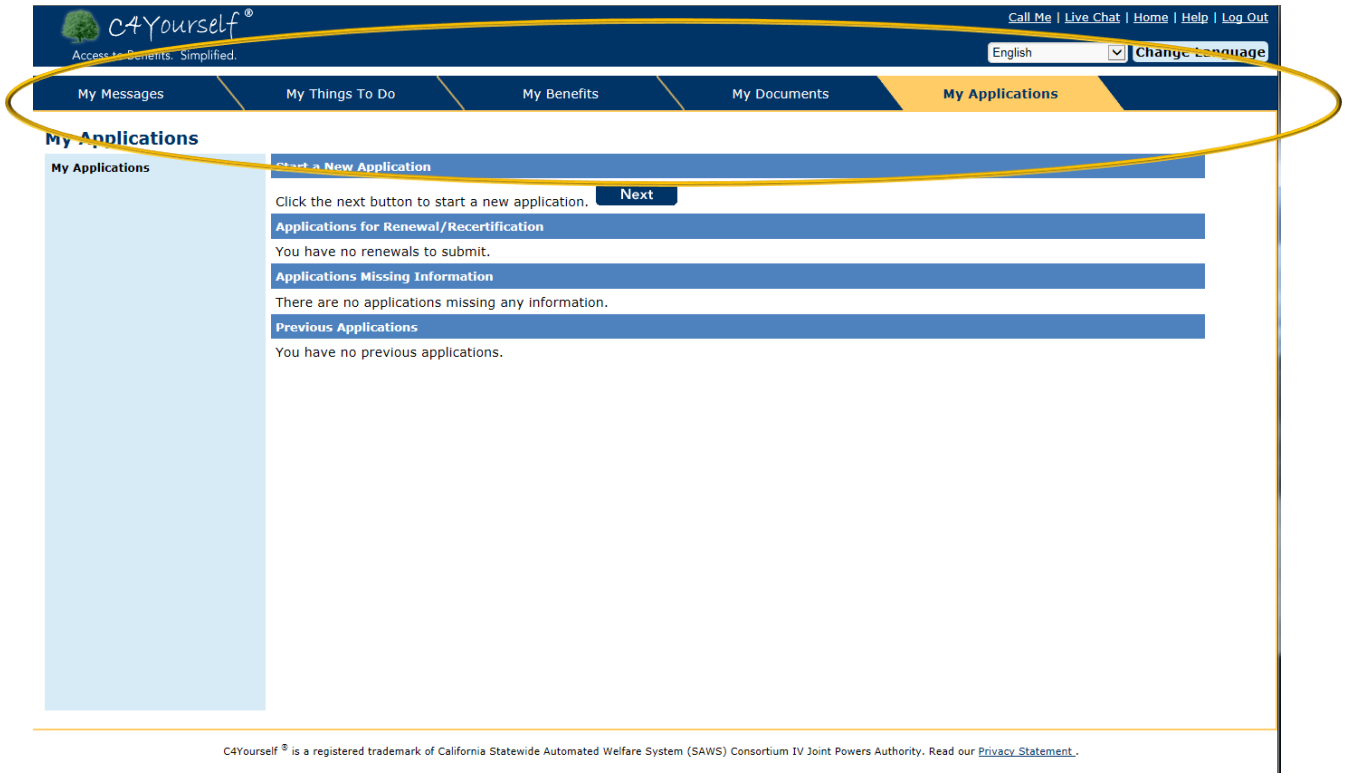
3. On the **Create User Account** page, enter all the information requested.



The **County** drop-down will always list all the counties in California. If a non-C-IV county is selected, an error message will appear at the top of the page. What caused the error?

- Did you pick the right county but, it isn't a C-IV county? If the applicant lives in a non-C-IV county, click the **Go to my county application** website link text. The **e-benefits California** page appears.
- Did you pick the wrong county? To fix the error:
  a. Select the correct county.
  b. Re-enter your Password, twice.
  c. Click Next. The **My Application** page appears.

The **User Name** and **Password** are case sensitive. Make sure to advise the applicant to select a User Name, Password, and secret questions and answers, which are easy for him/her to remember!



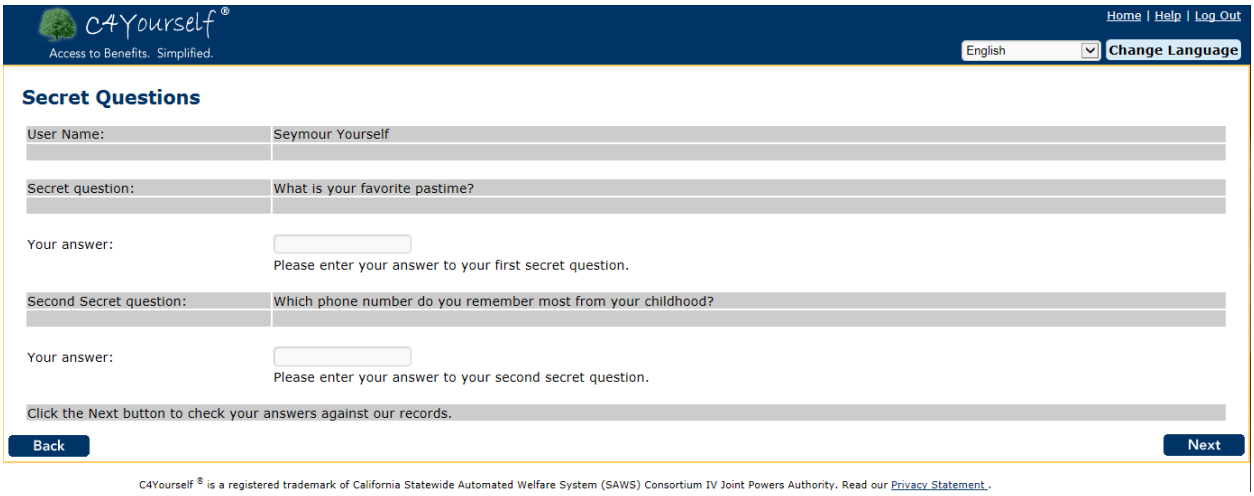
You can think of the **My Applications** page as the applicant's personal C4Yourself Home page. Notice there is a new **Navigation Bar** that allows you to move through other pages that are specific to the applicant.

Login

Once a C4Yourself account has been created, the User can return to it anytime 24 hours-a-day 7 days-a-week. Any of the link texts under **Apply for Benefits** or **My C4Yourself** on the **C4Yourself Home** page will take the User to the **Login** page.

1. Enter your **User Name.**
2. Enter your **Password.**
3. Click Next. The **My Applications** page appears.

If the answers are not correct, a message appears.



4. Click Back. The Login page appears.
5. Click register a new account here link text on the **Login** page.
6. Enter the required information on the **Create User Account** page and click Next. The **My Applications** page appears. If you had started an application but not finished it, you will need to start again.

Call Me & Live Chat

C4Yourself has a function that allows you to ask a case manager to call you or to chat live with a case manager. You will not see the links to these functions until you register an account with a C-IV county that supports these functions.

Call Me and Live Chat Availability

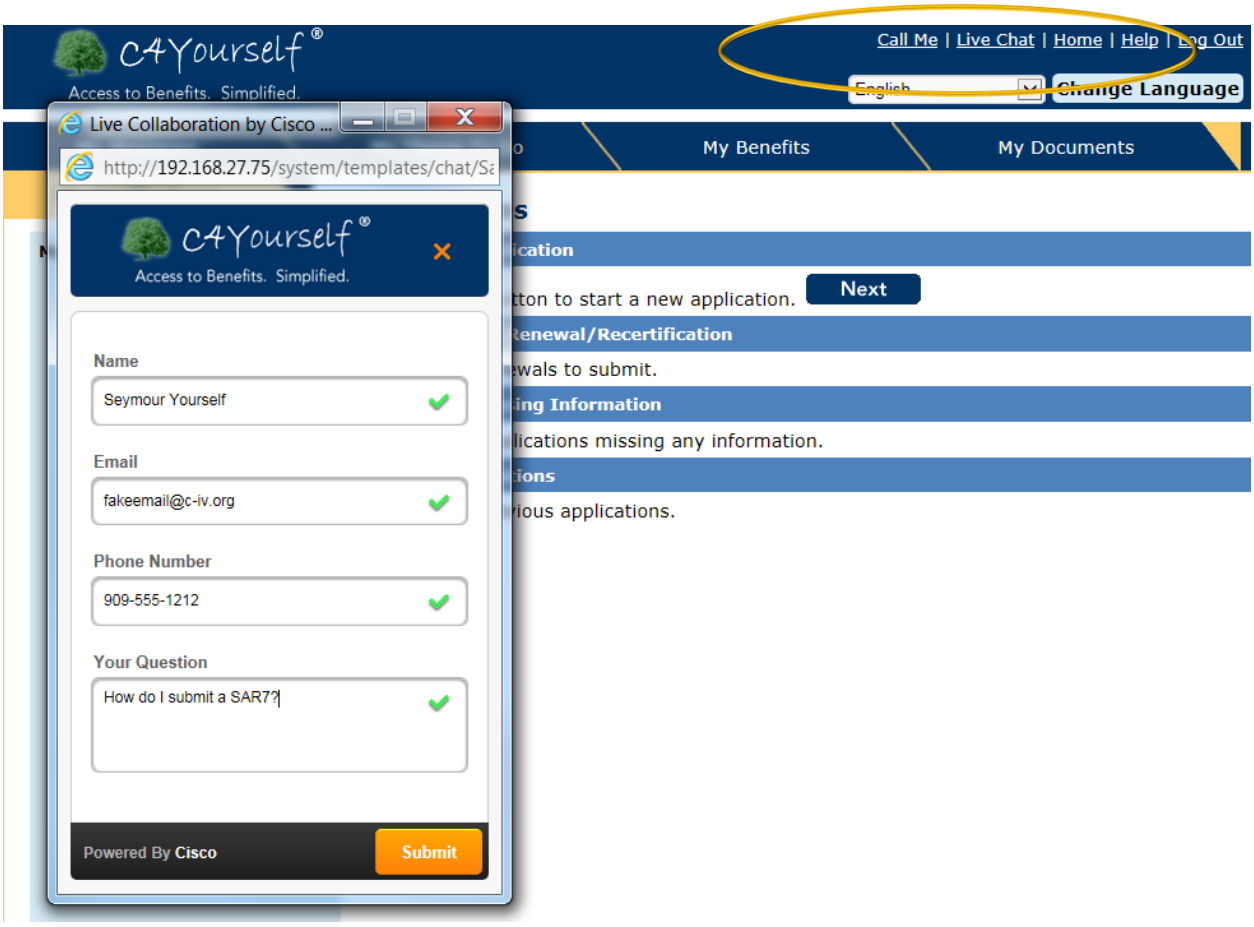
County	Call Me	Live Chat	County	Call Me	Live Chat
San Bernardino	✓	✓	Butte		✓
Kern	✓	✓	Kings		✓
Stanislaus	✓	✓	Monterey		✓
Shasta		✓	Sutter		✓
Yuba		✓			

If you can see one or both of the options on the C4Yourself Header, the function is available in your county.

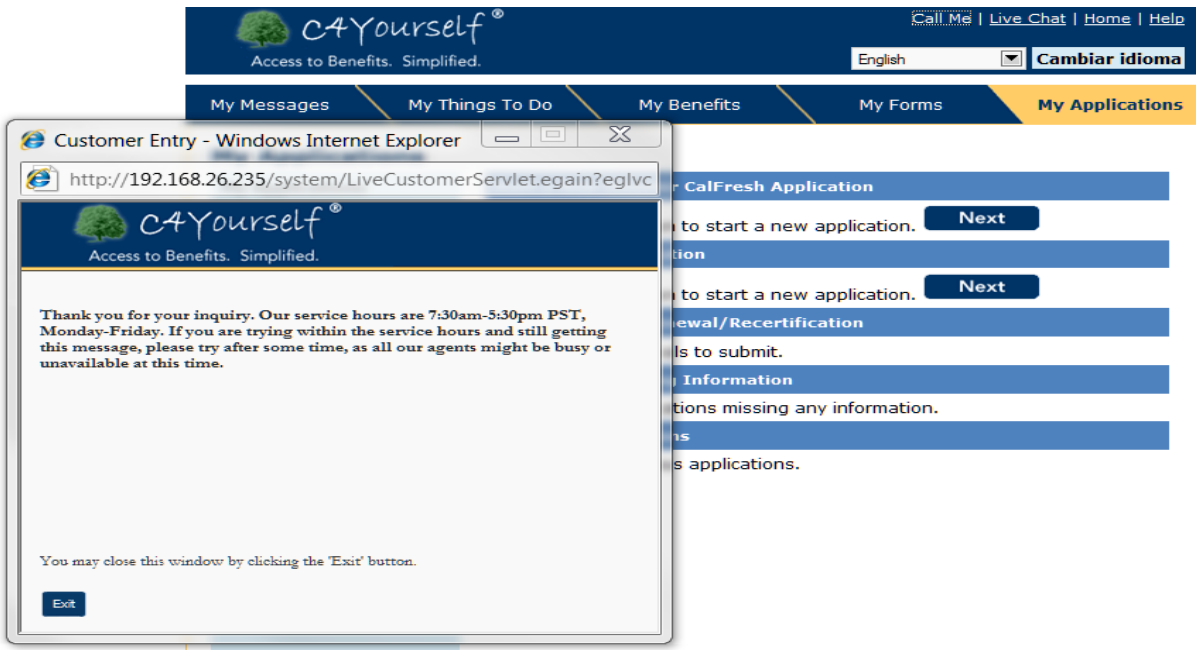
Call Me

To ask a case manager to call you back:

1. Click the **Call Me** link text.
2. Enter your name and full phone number, including area code in the pop-up window.
3. Click the **Call Me** button.



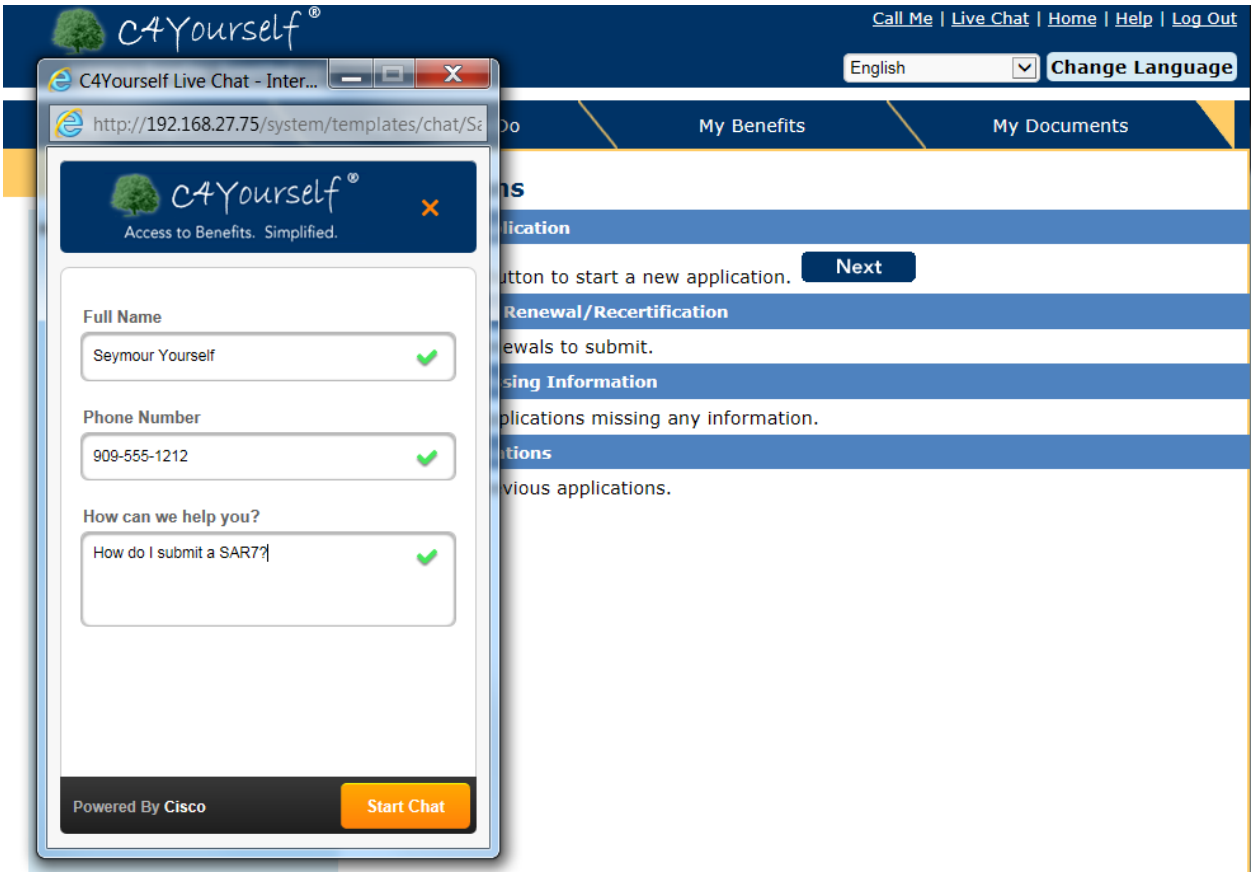
The pop-up will change to:



Live Chat

During specified hours, C4Yourself offers the option of “Chatting” live with a case manager. Click the **Live Chat** link text.

1. Enter your name and full phone number (numbers only), including area code, and an answer to *How can we help you?* in the pop-up window.
2. Click the **Start Chat** button.



3. A dialog box appears. This box shows:
   - Your message with your name and the time you sent your message.
   - A response with either:
     - An agent will be with you shortly, or
     - The name of the Agent (case manager) assigned to Chat with you.
   - A dialog box in which you and the Agent will type your comments.
4. Enter your question or comment in the dialog box and click **Send**. Each time you or the Agent types a comment and clicks the **Send** button, the other person will see the Comment

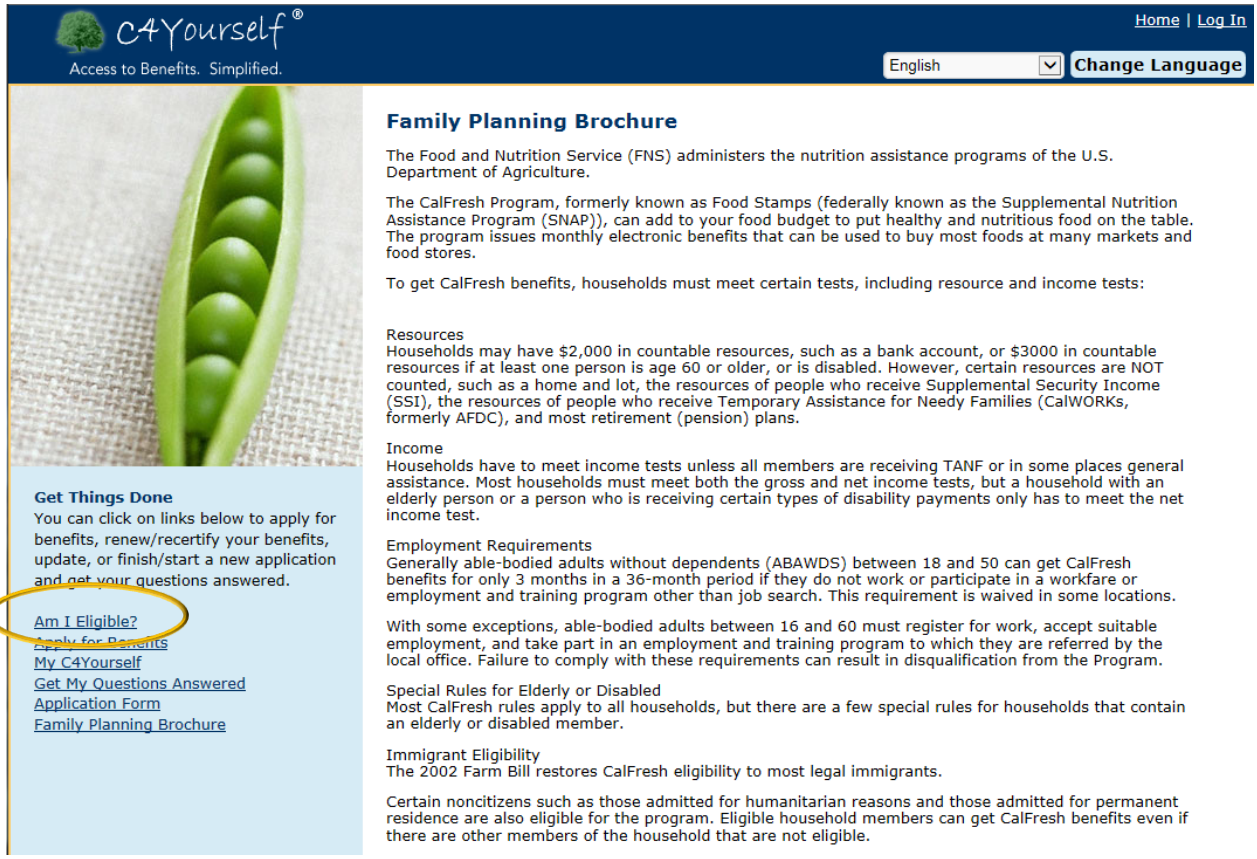
with the time stamp listed above the dialog box. If you are familiar with “Texting” or “Instant Messaging”, this is the same thing.

5. Click the **End** button when you are finished and the **Live Chat** pop-up will close.

Am I Eligible?

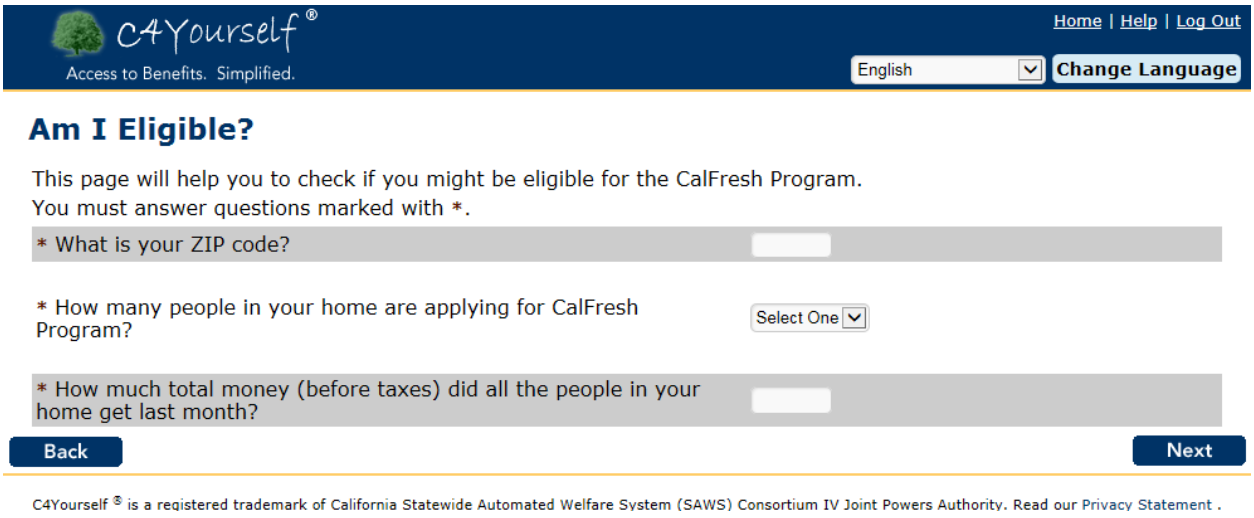
The **Am I Eligible?** page helps anyone find out if they MIGHT be eligible based on minimal information. Currently, **Am I Eligible?** is used for Food & Nutrition programs only.

1. Click the Food & Nutrition link text on the **C4Yourself Home** page.

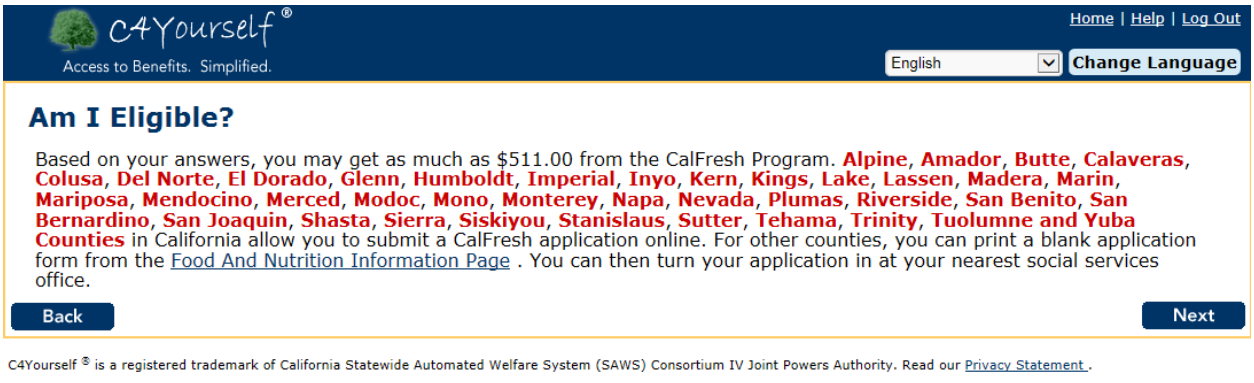


2. Click the **Am I Eligible?** link text.

3. Enter the required information and click Next.



The **Am I Eligible** page appears with a response. The response may be an estimate of what you may get or it may say that we can't determine if you are eligible without more details. Either way the individual should be encouraged to continue the application process.



To make an application on-line you will need to create a User Account. Click **Next**.

Then follow the instructions under Create C4Yourself User Account.

The Application Process

The rules for applying for cash aid, food and nutrition services, and/or medical services are a little different from program to program, but they all start by asking for certain information in writing. The C4Yourself on-line e-Application is designed to gather most of the information needed to determine eligibility; however, very few of the fields are required. This means that an application can be submitted without completing every field. After an application is sent to the county, a case manager will review the information given and decide if more information is needed. The more information provided up front through C4Yourself the better.

After sending an application to the county, the applicant may be scheduled for an interview. This interview may take place over the phone, in person at a county welfare office, or in the applicant's home.

During the interview, the case manager will go over the application and ask more questions to complete the application process. State and/or Federal laws and regulations require the county to ask these questions.

During the interview, the case manager will need to see certain documents. **Encourage the applicant to attend the interview even if he/she doesn't have all the documents**—the county may help get the documents, or tell the applicant another way to show proof of his/her information. It may be helpful to provide the applicant with a copy of Appendix 2 **CHECKLIST OF THINGS THAT WILL NEED TO BE PROVIDED**, which can be printed and given to the applicant.

Start a New Application

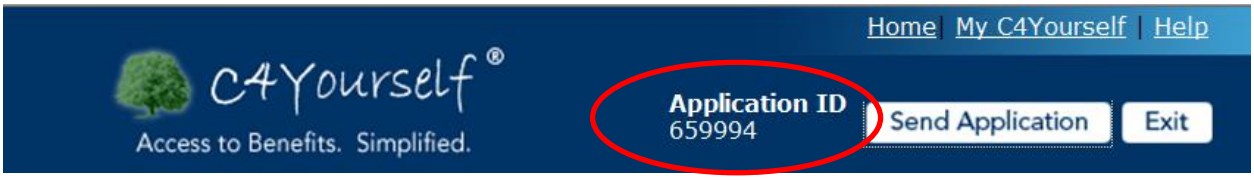
Once an account has been created for your organization, each staff member can log-in and assist customers with applications. The C4Yourself application is currently available in most threshold languages.

A CBO account contains three tabs:

- Resources
- e-App Status
- Application

To start a new application, you would click the Next button. To access an un-submitted application you can click the Edit button. An application will only remain in the organization's queue until it's been submitted. Once submitted, the application will not be viewable by the organization's account. The customer must create their own account to receive information from their worker and/or see their account information. If you are assisting a customer with creating their own account please note, User Name, Password and Secret Questions/Answers should only be entered by the Primary Applicant/Recipient applying and should not be shared with relatives, friends, county staff, or Community Based Organizations (hospitals, clinics, etc.).

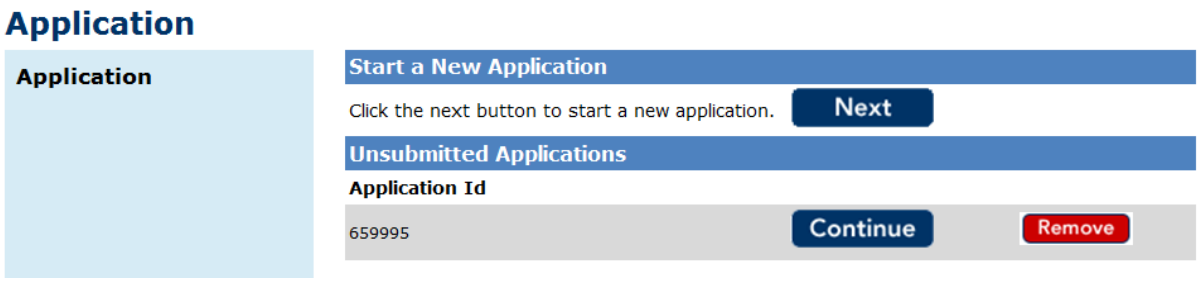
Each application that is started through a CBO account is assigned an application ID, which will display while you are in the application, as well as when you are viewing your un-submitted applications. Staff should write this number down (perhaps in an Excel sheet) to keep track of which customer belongs to each ID listed on the Application page.



Please Note: The Customer's User Name, Password and Secret Questions/Answers should only be entered by the Primary Applicant/Recipient applying and should not be shared with relatives, friends, county staff, or Community Based Organizations (hospitals, clinics, etc.).

If an application is NOT submitted, it will remain on the CBO portal until the application is removed by clicking the Remove button or Submitted. Once an application is submitted from a

CBO account, the application cannot be viewed through the CBO portal. Only the customer will be able to view their information through their own account, which we suggest you assist them in creating.



Frequently Asked Questions (FAQ)

1. I am on the Disclaimer page and cannot continue. What do I do?
    a. You must read the Rights and Responsibilities with your customer. When you reach the end of the document, you will be able to check the box and continue submitting the application.
2. On the e-Signature page, do I create a signature for myself or just assist my customer with their e-Signature?
    a. You should assist the customer in creating their e-signature. At the bottom of the page there is a text field for an application assistor to enter their name.
3. Does C4Yourself have Disaster CalFresh? Yes. Disaster CalFresh will only be "turned on" in C4Yourself, if a Federal Emergency has been declared.
4. What happens if they forget their secret questions? They have to create a new account.
5. If they submit another application, when it transfers to C-IV, will C-IV know to merge them? Not at this time. It's up to the worker to search for any existing applications and associate it to the case (file clearance).
6. For each person who logs into C4Yourself and creates an account, do they have their own account? Yes.
7. Are the questions in C4Yourself program specific to programs?Yes. There is an icon next to each question on the left hand side identifying which program it pertains to.

8. If a person is interrupted in the beginning does the customer lose their information? No, as long as they complete the first page, their information is retained at that point.
9. Can you look at the summary of what you are sending in the application? Yes.
10. Does the e-app number stay with that customer permanently? Yes. It stays attached to the case the worker assigns it to in C-IV.
11. If the customer enters information different from their existing case, does the application get rejected? No, counties generally call the customer or mail correspondence to the customer to confirm information entered.
12. Will I have the ability to export the statistics to an Excel sheet? Not at this time.
13. Would the report be real time? Yes.
14. How will the statistics be updated? When the worker processes the case and batch updates C4Yourself (nightly).
15. How far will the statistics go back? EOM January 2011, when we implemented the new features.
16. When entering my name in the application assistor box on the e-App Status page, will it do a fuzzy search? No. You must enter your name the same as you entered it on the application. For example: If you type Smurf, but on the application you entered Papa Smurf, no returns will display.
17. My Customer would like to apply for Retroactive Medi-Cal. What page is that on in C4Yourself? The Retro MC question is in the Expense Tab. The question is “Medical Treatment”. If a Customer needs multiple months, a record will have to be entered for EACH month.

Appendix 1

Public Assistance Programs

The table below explains the public assistance programs managed by the counties. For more information about any of these programs, you can contact your county's Social Services Agency.

Program Acronym	Program Name	Program Description
AAP	Adoption Assistance Program	The Adoption Assistance Program is available to encourage the adoption of special needs children and remove the financial burden of adoption.
APS	Adult Protective Services	Each County has an Adult Protective Services agency to help adults age 65 and older and dependent adults (18-64 who are disabled), when these adults are unable to meet their own need, or are victims of abuse, neglect or exploitation. County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes and hotels or hospitals and health clinics when the abuser is not at staff member. (The Licensing & Certification program of the California Department of Health Services handles cases of abuse by a member of a hospital or health clinic.) County APS staff evaluates abuse cases and arranges for services such as advocacy, counseling, money management, out-of-home placement, or conservatorship.
CalFresh	CalFresh	The CalFresh Program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to your food budget to put healthy and nutritious food on the table. The program

Program Acronym	Program Name	Program Description
		issues monthly electronic benefits that can be used to buy most foods at many markets and food stores. The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.
CalWORKs	California Work Opportunity and Responsibility to Kids	CalWORKs is a welfare program that gives cash aid and services to eligible needy California families. The program is operated locally by all 58 California county welfare departments. If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses. The amount of a family's monthly assistance payment depends on a number of factors, including the number of people who are eligible and the special needs of any of those family members. The income of the family is considered in calculating the amount of cash aid the family receives.
CAPI	Cash Assistance Program for Immigrants	The Cash Assistance Program for Immigrants program is a 100 percent state-funded program designed to provide monthly cash benefits to aged, blind, and disabled non-citizens who are ineligible for SSI/SSP solely due to their immigrant status
CC	Child Care	Families that get CalWORKs may also be eligible for Child Care services, such as help paying Child Care costs.

Program Acronym	Program Name	Program Description
CFET	CalFresh Employment and Training	The CalFresh Employment and Training program is California's employment and training program for CalFresh applicants and recipients.
CL	Cal-Learn	The Cal-Learn program helps pregnant and parenting teens to attend and graduate from high school or its equivalent.
CF	CalFresh	The CalFresh Program can add to an individual's or family's food budget to put healthy and nutritious food on the table.
CHDP	Child Health and Disability Prevention	The Child Health and Disability Prevention Program is a preventive program that delivers periodic health screenings and services to low income children and youth in California. CHDP provides care coordination to assist families with medical appointment scheduling, transportation, and access to diagnostic and treatment services. Health screenings are provided by; enrolled private physicians, local health departments, community clinics, managed care plans, and some local school districts.
CPS	Child Protective Services	Child Protective Services is the system of intervention of child abuse and neglect in California. The CPS goal is to keep the child in his/her own home when it is safe, and when the child is at risk, to develop a plan as quickly as possible.
DIV	Diversion	Diversion services can help applicants who need some assistance, but do not want or need to go on welfare. Diversion services allow applicants to choose to get a lump sum cash payment or non-cash services instead of going

Program Acronym	Program Name	Program Description
		on aid. Applicants can only choose to get Diversion services at time of application for cash aid, and may be eligible for Medi-Cal, Child Care assistance, and food stamps if they get Diversion services.
ES	Expedited Services	Expedited Services is not a public assistance program. It is a CalFresh application process may let an applicant get CalFresh benefits within 3 days of turning in an application. To be eligible for Expedited Service the applicant must be eligible for CalFresh AND have: • Rent or mortgage and utility costs that are more than your liquid resources and this month's income (before deductions), OR • No more than $100 liquid resources and less than $150 income (before deductions) for the month, or • No more than $100 liquid resources and at least one member who is a migrant or seasonal farm worker
FC	Foster Care	The Foster Care program provides cash payments and related Medi-Cal benefits for children in out-of-home placements.
GA/GR	General Assistance/General Relief	The General Assistance or General Relief (GA/GR) Program is designed to provide relief and support to indigent adults who are not supported by their own means, other public funds, or assistance programs. Each county's GA/GR program is established and funded (100 percent) by its own Board of Supervisors. As the state is not involved in this program, benefits, payment levels, and eligibility requirements will vary among each of California's 58 counties.

Program Acronym	Program Name	Program Description
HA-P	Homeless Assistance- Perm	Homeless Assistance – Permanent is a once in a life-time (with a few exceptions) cash benefit that may be available to help families that are apparently eligible to CalWORKs get into a permanent housing situation or pay up to two months of past due rent to prevent eviction. The amount that a family can get is limited.
HA-T	Homeless Assistance-Temp	Homeless Assistance –Temporary s a cash benefit that may be available for up to 16 days in a row to meet temporary shelter need while a homeless family is looking for a permanent place to live. A family may be eligible for Homeless Assistance-temporary if they: • Have no place to live or have received a Pay Rent or Quit notice from their landlord • Do not have more than $100 in resources • Are eligible to or appear to be eligible to CalWORKs • Are actively looking for a permanent place to live
IHSS	In Home Supportive Services	The In Home Supportive Services program will help pay for services provided to an individual so that he/she can remain safely in their own home. To be eligible, a person must be over 65 years of age, or disabled, or blind. Disabled children may also be eligible to IHSS.
IN	Immediate Need	Immediate Need in not a program but a CalWORKs payment method that, would allow a qualified CalWORKs family get up to $200 to help tied the family over until the application process is finished.
IV-D	IV-D Child Support	If the family includes a child aided by CalWORKs whose parent is not living with the caretaker, the County will

Program Acronym	Program Name	Program Description
		automatically notify the local Child Support Agency (LCSA). The LCSA will provide all necessary child support services, including establishing paternity, establishing and enforcing a support obligation and collecting support payments. If the child's paternity has not been previously established, the adult caretaker is required to help the local child support agency do so. This may mean participating in an interview and submitting the child to blood testing if the alleged parent, once contacted, refuses to acknowledge paternity.
KG	Kin-GAP	The Kin-GAP program offers funding to children who leave the juvenile court system to live with a relative legal guardian
LIHP	Low Income Health Program	LIHP is a Health Care program that is available to adults between 19 and 64 years of age, who • Are not eligible for Medi-Cal or for the Children's Health Insurance Program • Are not pregnant • Are within their county's income limits • Meet county residency requirements, and • Meet federal citizenship and immigration verification requirements.
Linkages	Linkages Adult Services	Linkages is available to frail seniors and adults with disabilities aged 60 and older who are at risk of being placed in a skilled nursing facility or other institutional setting. Linkages care managers provide case management services as well as information and assistance services that connect clients with available community resources to assist them to remain safely at home and independent in the community.

Program Acronym	Program Name	Program Description
MC	Medi-Cal	Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is supported by federal and state taxes. Anyone can apply for Medi-Cal benefits regardless of sex, race, religion, color, national origin, sexual orientation, marital status, age, disability, or veteran status. If found (or determined) eligible, the applicant can get Medi-Cal as long as he/she continues to meet the eligibility requirements. Customers can also apply through Covered California.
MSSP	Multipurpose Senior Services Program	MSSP is a program that provides social and health care management for frail elderly people who are eligible for placement in a nursing facility but who wish to remain in the community.
PCSP	Personal Care Services Program	PCSP is a Medi-Cal program available to people with full-scope Medi-Cal who fit into one of the following categories: • An adult child who receives care services from a parent • An adult who doesn't have a spouse to provide services, or • A child who doesn't have a parent to provide services Disabled people can get up to 283 hours of service per month under PCSP.
RCA	Refugee Cash Assistance	Needy refugees without children who are not eligible for any other cash aid may be eligible for 8 months of Refugee Cash Assistance. These individuals may also be eligible to

Program Acronym	Program Name	Program Description
		receive employment and other social services during the same 8-month period.
SSI/SSP	Supplemental Security Income/ State Supplementary Payment	SSI is a federal cash assistance program for the needy blind, disabled and aged. SSP is a California program that augments SSI. If a person gets SSI/SSP, he/she will automatically get Medi-Cal Benefits. The Social Security Administration manages both SSI and SSP in California.
WtW	Welfare-to-Work	Welfare-to-Work helps family members get the skills needed to get a job. The County will determine if a family must participate in Welfare-to-Work activities as part of getting CalWORKs. Families may also volunteer to participate.

Appendix 2

Checklist of things that will need to be provided

	Type of Proof Needed	Proof you can use
☐	**Identification**	You will need to prove who you are. You can use a birth certificate, driver's license, school or work identification, voter registration, Social Security card, a sworn statement from someone who knows you, or an identification form from General Assistance or General Relief.
☐	**Residence**	You will need to give proof that you live in California. You can use your driver's license, vehicle registration, voter registration card, proof your children are registered in school in California or that you work in California. If you have no address, be prepared to tell the county where you are staying.
☐	**Social Security**	You will need to provide Social Security numbers (SSN) for everyone in your household who has one. If someone doesn't have an SSN, you will need to give proof that he/she or you have applied for one. You do not have to provide SSNs for people who are not applying because of their immigrant status.
☐	**Income**	If you have income, you will need to prove how much income you have, where it comes from, and when you get it. For money you earn from a job, you can use the following: • Current pay stub • Letter from employer on company letterhead • W-2 Form • Wage tax Receipt

	Type of Proof Needed	Proof you can use
		• Most recent State or Federal Tax return • Self-Employment bookkeeping records For money you get from a benefits program, such as; Social Security, UIB, SDI, student loans, etc., bring a copy of your benefit check or an official letter describing what you get and when you get it.
☐	**Liquid Resources**	If you have any kind of bank or credit union account, you will need to prove the current balance. You can use a bankbook or latest bank statement.
☐	**Expenses**	Your expenses may be considered when the county figures the amount of CalFresh benefits you might get. To have your expenses considered you will need to give proof of them. Bring rent or mortgage receipts, utilities bills, receipts for child or adult care, proof of court-ordered child support paid. You can also bring proof of medical expenses in the 3 months before you apply (if you want those expenses covered by Medi-Cal).